



# TRAFFIC CONTROLLER (TC)

RIIWHS205E Control traffic with a stop/slow bat  
RIIWHS201E Work safely and follow WHS policies and work procedures  
RIICOM201E Communicate in the workplace



NATIONALLY RECOGNISED  
TRAINING

**BROCHURE QLD 2025**

RELEASED MARCH 2025  
REVIEW - 6 MONTHS

VERSION 3.0  
DOCUMENT UNCONTROLLED WHEN PRINTED

**LICENCES 4  
WORK**

RTO ID #91413

# About this Course

This course provides training for personal who are required to control traffic with a Stop/Slow bat including stopping and starting traffic in temporary traffic management.

This course will provide the participant with the knowledge, skills and attitudes to perform traffic control competently while giving full consideration to their safety, the safety of their coworkers and the safety of the public.

Successful completion of this course is required to attain a Statement of Attainment for the units and your Department of Transport and Main Roads Approved Traffic Controller Industry Authority Card.

This course is delivered and assessed by Just Careers Training Pty Ltd, a RTO (RTO 91413) approved to deliver this course and issue the required Skill Set for successful candidates. Just Careers Training also operates as Licences 4 Work. Just Careers Training is approved by the Department of Transport and Main Roads as a Registered Training Organisation (subject to approval).

## Who is this course for?

### New Entrants

This course is suitable for individuals who have:

- Never worked as a Traffic Controller or held a card to control traffic in QLD
- Would like to pursue a career as a Traffic Controller
- Would like to attain a Traffic Controller Industry Authority Card.

### Existing Workers

This course is also suitable for individuals that:

- Work in a role where traffic controlling is undertaken, do not hold a current traffic controller Card and would therefore require a Traffic Controller Industry Authority card in order to undertake duties as a Traffic Controller
- Work in a role requiring the Traffic Controller Industry Authority card, however have not worked in that type of traffic control in the preceding 2 years, even if you have a current card.

### Recognition of Prior Learning Program (RPL)

If you believe that you have previously undertaken learning and/or have the required skills and knowledge required for a Traffic Controller, then you may apply for RPL.

Recognition of Prior Learning will be permitted only on the training component of the Units of Competency. The assessment will still need to be undertaken in full as normal for all individuals.

RPL (full or partial) may apply to the following people:

- Have held a TMR Traffic Controller Photo Card which has since expired without applying for a Department of Transport and Main Roads Traffic Controller Industry Authority Card
- Have held or currently hold the Units of Competency that make up the Skill Set required for attainment of a Department of Transport and Main Roads Traffic Controller Industry Authority Card
- Have recently held or currently hold an authority to conduct traffic control in another state or territory
- Have significant and recent experience in traffic control

## Where is the course held?

The course is held at one of our training facilities located in QLD. Current locations include:

- Onsite
  - Coopers Plains, QLD
- Offsite
  - In the workplace in QLD

This course may also be delivered in the workplace on request. Delivery in the workplace is by arrangement only and subject to checks including:

- Suitable environment for learning and development
- Access to training props required for effective theory delivery (includes power, projectors/ screens, tables and chairs, classroom/ board room or similar)
- Access to suitable amenities
- Risk Assessment as per the our Workplace Health and Safety and Environmental Policy and Procedure
- And is carried out in line with our Workplace Training Policy.



## Course Pre-Requisites & Requirements

Students MUST hold a current valid unrestricted driver's licence. TMR accreditation application requires proof of completing your course(s) as well as Offence History, Licence history and other checks.

Traffic controllers are required as part of their duties and responsibilities to effectively communicate within the workplace as well as with emergency services, WHS authorities and the public. In order to do this, they will have to have a level of Language, Literacy and Numeracy that is sufficient to undertake the role of a Traffic Controller.

While there are no formal pre-requisites for this course, applicants will be required to have adequate English language, literacy and numeracy skills in order to successfully complete this course.

**Applicants that do not meet the minimum LLN requirements (average English speaking, reading, writing skills) should not undertake this course. Please contact us to undertake an assessment of your LLN levels BEFORE you book or enrol.**

In order to develop / confirm the skills required to work as a Traffic Controller, you will need to demonstrate that you can apply the skills and knowledge that form this course in the real workplace. While completing the training in our training facility will allow you to do most of your course, the final requirement is to undertake real work in a real workplace.

# Course Details

## Learning & Performance Outcomes

The Skill Set covered by this course includes four (4) Units of Competency including:

Unit Code	Unit Title
RIIWHS201E	Work safely and follow WHS policies and work procedures
RIIWHS205E	Control traffic with a stop-slow bat
RIICOM201E	Communicate in the workplace

### Learning Outcomes Include:

**Communication** in the workplace including knowledge of:

- key policies, procedures and documentation required to communicate in the workplace, including:
  - work health and safety procedures
  - emergency communication procedures.
- communication systems and equipment types, characteristics, technical capabilities and limitations, including:
  - safety requirements
  - common faults
  - maintenance records.
- key communications devices

### Working safely and following WHS (Workplace Health and Safety) policies and procedures

including:

- key legislation required to work safely and follow WHS policies and procedures
- key policies, procedures and documentation, including those related to:
  - complying with isolation procedures
  - site safety procedures
  - work health and safety procedures, including reporting requirements
  - equipment safety procedures
  - complying with safety data sheets o hazardous substance handling and

- techniques o fitness of duty policies
- workplace management procedures o emergency situations
- use of personal protective equipment
- use of permits and clearance o principles and techniques for manual and automated lifting
- biological effects that affect work activities

### Controlling traffic with stop-slow bat including:

- risk assessment processes and hierarchy of control
- work instructions and procedures for planning work
- jurisdictional safety requirements relevant to temporary traffic management
- environmental protection requirements
- site emergency procedures
- site and equipment safety requirements
- traffic control requirements and procedures for directing the following pedestrian traffic groups:
  - pedestrians with mobility issues
  - pedestrians with prams
  - cyclists
- traffic guidance scheme and traffic management plan compliance
- communication device operations, including:
  - hand held radios
  - telephones

- traffic control equipment types, characteristics, technical capabilities and limitations
- operational and maintenance procedures for equipment
- site isolation and traffic control responsibilities and authorities
- the effects of travel speed and vehicle mass on stopping distances.

## Performance Outcomes include:

**Communicating in the workplace** that safely, effectively and efficiently meets all of the required outcomes on at least two occasions, including:

- identifying communication strategies and systems
- operating communications systems and equipment to convey meaning to others
- communicating clearly and promptly to others to convey information and meaning
- listening carefully to instructions and information
- participating in group discussions and engage with group members respectfully
- asking questions to clarify meaning
- communicating concisely both written and verbally
- interpreting communications devices
- identifying and reporting communication faults and deficiencies.

**Working safely and following WHS policies** and procedures that safely, effectively and efficiently meets all of the required outcomes including:

- work safely and follow work health and safety (WHS) policies and procedures on at least two occasions, including:
  - sourcing, interpreting, clarifying and applying site safety information
  - recognising and following health and safety instructions and information
  - clarifying and responding to information and directions
  - carrying out work instructions that comply with WHS policies and procedures
  - selecting, wearing and maintaining

- personal protective equipment for all activities that require personal protective equipment
- applying safe lifting and manual handling techniques
- identifying and reporting on WHS issues to relevant personnel
- identifying relevant work permits and clearances
- responding to alarms according to workplace procedures
- completing workplace reporting procedures.
- During the above, the candidate must:
  - locate and apply required documentation, policies and procedures and confirm that the work activity is compliant
  - implement the requirements, procedures and techniques required to work safely and follow WHS policies and procedures
  - work with others to undertake work safely and follow WHS policies and procedures
  - communicate with others to receive and clarify work instructions and to determine coordination requirements prior to commencing and during work activities.

**Controlling traffic with a stop-slow bat** according to traffic guidance schemes in a manner that is safe and follows workplace policies and procedures on at least two occasions, including:

- directing pedestrian traffic, including at least one of the following:
  - pedestrians with mobility issues
  - pedestrians with prams
  - cyclists
- using approved communication devices to transmit message and report traffic offenders, including the use of at least one of the following devices:
  - hand held radios
  - telephones.
- During the above, the candidate must:
  - coordinate operations with pilot vehicle in a shuttle flow work arrangement
  - participate in risk assessment and

management processes

- identify the type and scope of hazards and their impact and recommend risk control measures
- identify key environmental protection issues and describe required solutions
- locate and complete at least one incident report
- complete housekeeping requirements.

## Organisation & Duration

On acceptance of your enrolment, you will be issued with the resources (learning materials) that will be used in your course. This is effectively the date that you start your course. On acceptance, you will also be provided with dates that you are required to attend for your training and/or assessment.

### Your course consists of:

- Pre-attendance study requirement (takes most 2 - 4 hours)
- 1 Day Training Attendance (8:30am until around 5:00pm) for theory and practical training
- Completion of a logbook – logging a minimum of 20 hours' supervised experience as a trainee at roadwork sites. (We may be able to assist you in securing a workplace host, if you do not have one.)
- Successful onsite final assessment after completion of 20-hour vocational placement confirming the competence of the trainee in a roadworks environment

If you meet the requirements for the Pre-attendance and Training Day, you will receive your Statement of Attainment - this certificate allows you to work legally as a Traffic Controller (see below for further requirements). You will also be booked in for your Final Assessment.

### Pre-Attendance Requirements

Before attending for your course, you will be required



to read a set of learning materials accessed through our Learning Management System. If you do not have access to the systems required for this course, please contact us and we will post the Pre-attendance requirements to you or you may pick up a set from any of our training centres. Fees may apply - please refer to the terms and conditions.

### Training Attendance

This involves attending your booked training day from 8:30am until 5:00pm and working with your trainer/assessor to ensure that you have the required knowledge to work as a Traffic Controller. This may be at one of our Training Centre or at another suitable location as advised.

On this day, you will participate in classroom presentations, case studies, some activities and theoretical assessments. During this day you will also visit our Practical Training Area, learn about the skills required to perform competently as a Traffic Controller.

If you meet the requirements, you will receive your Statement of Attainment - this allows you to work legally as a Traffic Controller (see below for further requirements). You will also be booked in for your Final Assessment.

## Final Assessment

In order to attain your Statement of Attainment and your Department of Transport and Main Roads Approved Traffic Controller Industry Authority Card you will have to meet all course requirements including:

- Satisfactorily undertaking and completing all of the training and attendance requirements
- Complete and achieve a result of Satisfactory for all assessments

## What happens if I do not meet all course requirements?

If you do not meet all course requirements, in order to attain the units of competency you will be required to:

- Undertake re-assessment or
- Undertake further training followed by re-assessment
- Resubmit incomplete evidence (e.g, Logbook)

Depending on the course requirements you have not met.

## Complaints and Appeals

If you disagree with the outcome of your assessment, or are not satisfied with the services, we have a fair and transparent complaints and appeals procedure summarised at the end of this course brochure.



# Outcome

Once you have met all the assessment requirements then you will be issued with the following Statement of Attainment for the units:

- RIICOM201E Communicate in the workplace
- RIIWHS201E Work safely and follow WHS policy and procedure
- RIIWHS205E Control traffic with a stop-slow bat

## Card Issuance and Currency

Your Traffic Controller Industry Authority Card must be renewed every three years. To renew your Traffic Controller accreditation in Queensland you are required to demonstrate currency of industry practice as a Traffic Controller. It is your responsibility to ensure that you maintain current accreditation when performing traffic control duties.

## Career pathways

This Skill Set can provide credit toward a number of Certificate II or III Qualifications in the Resources and Infrastructure Industry Training Package.

## Enrolment

Enrolling into this course requires you to be a minimum of 17 years of age before you book into an upcoming course. This may be done online or at our office. Once you have completed your booking then you will receive access to your Pre-attendance requirements. Enrolment will be completed on attendance once you have booked into your course.

You may also have to undertake (or you may like to choose to) a Language Literacy and Numeracy assessment to check that you have the required LLN levels to undertake this course and/or that we can support you to achieve the required outcome.

If your enrolment is accepted, you may still require additional LLN support and Reasonable Adjustments applied. You will be notified if this is the case. Please see Reasonable Adjustment information below.

## What Do I Need to Bring?

- Your identification - Students will be required to provide 100 points evidence of identity prior to participating in training and assessment. Documents must include a photo, a current

residential address, date of birth and a signature. Documents must be originals. Photocopied or certified documents will not be accepted.

***Please note that any RMS issued Traffic Photo Card is not an acceptable form of identification.***

- Wear long pants and a long sleeve shirt and closed shoes (preferable hard caps)

## Access and Equity

Just Careers Training abides by the principles of access and equity and offers this course to all applicants regardless of their gender, social, sexual preferences, and political and/or religious beliefs.

Applicants will be accepted into this course based on the course requirements, including the assessment requirements set out in the National Training Package for this Skill Set, as well as any other requirements set out by Department of Transport and Main Roads.

## Language, Literacy & Numeracy Requirements

This course is delivered in English. To be able to successfully complete our training programs, participants must be able to read and write English to a sufficient standard to work with the supplied texts. You may also be requested to undertake a Language, Literacy and Numeracy assessment.

## Recognition of Prior Learning (RPL)

If you feel that you already have the skills and knowledge covered in this course through prior learning, work experiences or general life skills then you may apply for RPL (Recognition of Prior Learning).

This is a process whereby you present evidence of your competency to your assessor who will then assess your evidence against the requirements of the course. Should the evidence meet the requirements of one or more units (even the whole qualification)



then you may be awarded the unit(s) and not require any training or assessment. Where the evidence presented does not meet the requirements then you may apply to attempt an assessment only process to provide the required evidence or simply return to completing the required training followed by assessment. Contact us for further information about RPL assessments.

### **Reasonable Adjustment**

In line with VET principles and as per the requirements set out in the relevant Training Package, there is scope for Reasonable Adjustment of the training and/or assessment requirements set out in this course.

**Reasonable Adjustment in training** may include the use of learning props and methodologies better suited to the individual's needs, as long as the adjustment in training method is still in line with Department of Transport and Main Roads requirements. Examples of this include the use of videos and presentations, one on one training methods (for parts of the training not requiring work with other individuals) and extended training plans that exceed the standard course duration and format.

**Reasonable Adjustment in assessment** may include adjusting the assessment methodologies or the tools in order to cater for the needs of the participant. This may include the use of Verbal Assessment in place or written assessments and other variations allowable by the course requirements. Minimum assessment requirements have been set out by in the National Training Package and these cannot be reduced.

### **Participant support**

You will be provided with sufficient support to ensure that you attain this Skill Set. This support is limited to support offered throughout the duration of the course and the support that we can provide to you in

relation to training and assessment. Support cannot change any of the course requirements. Where we cannot provide you with the support you require, we will provide you with information about where and how you can access any available services.

Your trainer will:

- Explain the course requirements, objectives and outcomes
- Present the required information in an easy to understand format
- Discuss the subject matter, answer your questions and demonstrate the skills required
- Assess you only once you feel (and he/she believes) you are ready for any final assessment
- Provide options for further training
- Provide you with options, where they exist and are allowable for reasonable adjustment to the training and/or assessment components of this course.

### **Fees and Charges**

For current fees and charges for all our courses and programs, including a full set of the terms and conditions, please visit our website.

### **Further information**

For further information, please contact our office on (07) 2101 2499 and speak to one of our friendly L4W customer service staff, visit our website or refer to your Student Handbook.

**[www.licences4work.com.au](http://www.licences4work.com.au)**

**[www.licences4worknewcastle.com.au](http://www.licences4worknewcastle.com.au)**

**[www.licences4workbrisbane.com.au](http://www.licences4workbrisbane.com.au)**

**[www.licences4workperth.com.au](http://www.licences4workperth.com.au)**

**[www.licences4workmelbourne.com.au](http://www.licences4workmelbourne.com.au)**

# Complaints & Appeals Procedure

**Complaint** - If you are unhappy with an aspect of the service that you receive

**Appeal** - If you disagree with the outcome of a decision made

## FORMAL COMPLAINTS

1. Branch Manager or initial persons receiving the complaint to acknowledge within 7 (SEVEN) business days including initial actions to be taken and expected timeframe for the next phase of the process.
2. Branch Manager or initial persons receiving the complaint, lodges a Complaints ticket, includes acknowledgement email, that is assigned to the National Quality Manager for procedural monitoring (unless immediate escalation is required or if based on risk, requires the immediate intervention of the NQM)
3. Branch Manager to undertake any required investigations within time frame promised to the Complainant
4. Branch Manager to inform complainant if further time is required as soon as this becomes apparent
5. Branch Manager to attempt to resolve complaint (unless requires escalation), recording the resolution and including any correspondence
6. Branch Manager to update the ticket with outcome of the reviews – NQM to review entries and if satisfied with the outcome will mark the ticket as RESOLVED
7. Branch Manager to escalate as required to Regional Manager if unable to resolve
8. All complaints to be resolved within 30 days of acknowledgement, the complainant needs to be informed of this
9. Escalation must be made as soon as this becomes required by assigning ownership to the National Quality Manager, when the BM and RM are unable to resolve.

**Complaint closed** OR

**Advise Customer that this has been escalated to Head Office and that they will make contact within 7 (SEVEN) business days and to contact Branch Manager if they are not contacted within this time.**

**The NQT (where escalated) will continue in the resolution process, with the objective of resolving the matter within 60 days. Where this does not satisfy the complainant, they are to be advised of options including:**

- Third party arbitration (internal and/or external arbitration service) up to and including Regulator

**Complaint closed**

## APPEALS

1. Learners have 14 days after a given decision to make an appeal. The following procedure will be applied:
2. Original Decision maker will review their decision within 2-5 business days of receiving appeal information - this involves the Branch Manager asking the assessor to review their decision
3. Assessor to record their outcome in an email to Branch Manager
4. Appellant is notified of outcome in writing
5. If Appellant not satisfied, alternative authorised decision maker to review the decision
6. Branch Manager will notify the appellant of the outcome (within 14 days or original Appeal)
7. Appellant will have an opportunity to respond to the outcome (within 72 hours)
8. All HRWL Appeals are directed to relevant regulators for review and or adjustments of outcomes (where applicable).

**Appeal closed** OR

**Advise Customer that this has been escalated to Head Office and that they will make contact within 3 (three) business days and to contact Branch Manager if they are not contacted within this time.**

**The NQT (where escalated) will continue in the resolution process. Where this does not satisfy the appellant, they are to be advised of options including:**

- Third party arbitration (internal and/or external arbitration service) up to and including Regulator

**Appeal Closed**