

Approved Traffic Controller course – Information and frequently asked questions

March 2017

Course information

To be accredited as traffic controller in Queensland, the person must complete a Department of Transport and Main Roads (TMR) Approved Traffic Controller Training Course. The course must be delivered through a registered training organisation (RTO) approved by TMR to deliver the course.

The course comprises the national competency unit *RIIWH205D Control traffic with a stop-slow bat*, and content from the Traffic Controller Accreditation Scheme Approved Procedure (TCASAP).

The course must be completed in the 12 month period prior to the accreditation application being lodged with TMR.

The course has two parts.

Part one: In-house training course:

This course is delivered in a classroom environment using TMR approved training resources, and includes a simulated practical exercise conducted in a controlled environment.

It is expected that the in-house course would be delivered to new industry entrants in 8 hours (nominal). This timeframe may be extended if additional training needs are identified during the course.

In the case of renewing the traffic controller authority, the in-house course is delivered in the context of a streamlined refresher training course. It is expected that the refresher course would be delivered in 4 hours (nominal). This timeframe may be extended if additional training needs are identified during the course.

Part two – Industry placement at roadwork site (for new industry entrants only):

New industry entrants 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 trainee's

experience includes a range of practical activities as specified by the RTO including a significant period of STOP/SLOW traffic control activity under close supervision.

This supervision must be conducted strictly in accordance with the criteria outlined in the TCASAP and in the experience logbook issued by the RTO.

The RTO is responsible for ensuring that participants have access to a suitable roadwork site and ensure that all appropriate arrangements are in place with the work site manager or registered traffic management company host to ensure close supervision and monitoring of the trainee throughout the placement.

Course Assessment

To achieve a successful outcome in the course, participants will be assessed in a range of activities:

For new industry entrants this includes:

- Observations and successful achievement in the written and practical assessments during the in-house component of the course.
- Completion of a logbook to the satisfaction of the RTO - logging a minimum of 20 hours supervised experience as a trainee at roadwork sites.
- Successful on-site assessment by the RTO confirming the competence of trainee in a road-works environment.

For renewing traffic controllers:

- Observations and successful achievement in the written and practical assessments during the refresher training course.

Certificates issued at course completion

At the completion of the course - parts one and two for new industry entrants; and part one for renewing traffic controllers – a *Statement of Attainment* will be issued.

To apply for a **new** Traffic Controller accreditation, applicants have the option to lodge an application in person at a TMR Customer Service Centre or online at

<https://www.service.transport.qld.gov.au/applyfortrafficcontrolleraccreditation/public/Welcome.xhtml>.

In person: (new applications & Renewals)

Complete the Traffic Controller Accreditation Application form (F4115) and lodge the application at a TMR customer service centre and pay the appropriate fee.

Online: (new applications only)

Applicants who have had a digital photo image taken by TMR for a product such as a Queensland driver licence or another industry authority, will be able to use the online service, however this will depend on successfully answering authentication questions.

Applicants will be required to upload relevant documentation to support their application (such as their course certificate) and pay the traffic controller accreditation fee by credit card.

A customer will **not** be able to apply online for a Traffic Controller Accreditation application if they:

- Have not had a digital photo image taken by TMR for a Queensland driver licence or other industry authority product;
- Already hold a Traffic Controller accreditation (renewal applications cannot be accepted via the online service);
- Already have a Traffic Controller accreditation application in the system waiting to be processed / finalised;
- Have not held an open or provisional Queensland, interstate or foreign license in the last five years (Queensland, interstate or overseas)
- Are not an individual (organisations are not eligible to apply for traffic controller accreditation).

Information for refresher training course participants

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

The successful completion of a TMR approved training course is a prerequisite for accreditation renewal.

In determining if a person is eligible to undertake the 4 hour streamlined refresher training course, the RTO will require to see the following:

- A current Queensland or interstate traffic controller authority, or
- An expired Queensland or interstate traffic controller authority, along with confirmation of practical traffic control experience based on third party reports, and evidence of any traffic control courses previously undertaken.

Frequently asked questions

Training course content	page 2
Benefits of on-site training experience.....	page 2
Industry placement for logbook completion....	page 3
Supervision of trainees at roadwork sites.....	page 4
Proof of Course completion.....	page 5
General training questions.....	page 5
Traffic management improvement.....	page 6
More information.....	page 6

Training course content

Does the approved traffic controller training course include a nationally registered unit of competency?

- Yes. The approved training course includes the national competency unit: *RIIWHS205D Control traffic with a stop-slow bat*.
- The course supplements this unit with a 20 hour experience requirement for trainees who have not been authorised as a traffic controller previously.
- The course is delivered in the context of traffic controlling on Queensland roads taking into account the requirements of the Manual of Uniform Traffic Control Devices (MUTCD) and the Traffic Controller Accreditation Scheme (TCAS).
- The course must be delivered to departmental delivery requirements by TMR approved registered training organisations (RTOs).

Benefits of on-site training experience

Why is it beneficial for trainees without prior traffic control experience to undertake some of their training in live traffic situations?

- Traffic control industry employers must be confident that accredited traffic controllers can maintain an environment that is safe for traffic controllers, road workers and the travelling public. Demonstration of traffic control skills in 'real world' traffic situations provides confirmation of this competence before an authority is issued by TMR.
- The traffic control industry has provided feedback that traffic control experience at roadworks 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 give practical application to the theory learned, resulting in a better training outcome.

What are the benefits for a prospective traffic controller?

- Training experience at a roadwork site gives the trainee traffic controller an opportunity to gain a better appreciation of the role, before making a formal application to the department for the three year accreditation and paying the fee.
- Candidates who have undertaken the onsite placement should be able to commence work with any traffic control employer in Queensland, being confident that they can undertake the role without having to be extensively up-skilled by the company. This makes the newly accredited traffic controllers more employable across the industry.
- Feedback is that many trainees have made useful industry contacts through their industry placement, which has led to employment opportunities.

What are the benefits to industry employers?

- Only new industry entrants who have been assessed as competent in live traffic situations are able to obtain their initial accreditation. This gives industry employers greater confidence in the accreditation scheme.

- Traffic management companies are well positioned to give useful feedback to RTOs about trainee performance so that the RTO can address any skill deficiencies before the final assessment is undertaken at the roadwork site.
- Industry employers seeking traffic control staff are ideally positioned to assess potential candidates for future work as traffic controllers.

What consultation took place regarding the introduction of an on-site placement as part of the training course?

- The introduction of the industry placement component for new industry entrants was requested by traffic management companies and industry RTOs.
- There was approximately three years of industry consultation leading up to the introduction of a 20 hour practical component to the training course. Consultation occurred through industry and union participation in working groups and other forums.

Industry placement for logbook completion

Who is responsible for arranging the placement of the trainee in the roadwork site environment to achieve the 20 hours of logged experience?

- The RTO offering the training course must organise the practical experience placement of the trainee with the worksite manager and/or the registered traffic management organisation.
- No training course should be advertised or commenced for new industry entrants unless the RTO can secure arrangements for delivery of part 2 of the training course.
- The RTO must be satisfied that the trainee will possess a *general construction induction card* before commencing the worksite placement.

If the RTO wishes to partner with a traffic management company to facilitate placements of trainees at roadwork sites, must that company be registered with the department?

- Yes. It is a requirement that a traffic management company that partners with a RTO to provide suitable worksites for trainee practical experience will be registered with the department's *Traffic Management Registration Scheme*.

Registered traffic management organisations are focused on:

- Ensuring traffic controllers are fully compliant to regulatory requirements, including compliance with the TCASAP and MUTCD.
- Providing good working conditions and a safe environment for traffic controllers.
- Proactively addressing issues early.
- Having well trained and competent traffic management staff.
- Responding to public complaints quickly.

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 operating on state controlled roads.
- The RTO must comply with the licence agreement in place with TMR to deliver the approved course using all relevant departmental training resources and materials.

Is the traffic controller trainee to be remunerated whilst undertaking the industry placement?

- Trainees undertaking a training course including a period practical experience as a component of the training (an industry placement) are *not entitled* to be paid remuneration for the placement.

What are the insurance requirements for industry placements?

- The RTO conducting a training course must ensure that insurance cover is in place that indemnifies each trainee. It is the responsibility of the RTOs to make the necessary arrangements with insurance providers.
- There must be no separate fee charged to the trainee for the insurance cover.
- It is not the role of TMR to provide any specific recommendations regarding insurance policies.
- WorkCover Queensland can provide advice to RTOs about setting up a 'training' policy.

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

- The RTO will issue a logbook to the trainee when the trainer is satisfied that the person has successfully completed part 1 of the course, and is suitable to be placed in a live traffic situation to gain supervised experience (i.e. to complete part two of the course).

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 with the worksite host 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 trainer will have explained this to the trainee when the logbook is issued,
- The trainee may be sent to more than one roadwork site if there is insufficient diversity of experience at one site.

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 may include site set up assistance, communication on two-way radios and incident reporting.

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) which engaged in that particular task. 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 and recorded, the logbook is to be handed back to the trainer.
- The trainer will assess the experience elements taking into account third party reports received from the host site manager and any reports from the supervising traffic controllers. The trainer will determine if further experience/training is required on any specific elements.

- The trainer will then confirm that the trainee is competent through a practical assessment. This assessment is conducted on-site.
- When part 1 and 2 of the course are successfully completed, the trainee will be issued with a *Statement of Attainment in RIIWHS205D Control traffic with a stop-slow bat*, making reference to successful completion of the approved traffic controller training course.

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

- Yes. In all cases the course must be completed within a 3 month timeframe. However it is generally expected that the placement will be arranged by the RTO to closely follow the completion of the theory component of the course.

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

- No. The requirement only applies to new entrants to the industry.
- Traffic controllers who are renewing their accreditation need only undertake the refresher training course, which is a streamlined course including a written and simulated practical assessment usually performed in-house.

Supervision of trainees at roadwork sites

Who supervises the trainee during their roadwork site placement?

- The site manager and the traffic management company is responsible for supervision and monitoring of the trainee while the trainee is attending the site.
- Section 4.8 of the TCASAP provides guidance to work site supervisors where a traffic controller trainee is on a work site.
- The trainee will be allocated to an experienced accredited traffic controller to stand beside and supervise/mentor the trainee while gaining experience controlling traffic with the stop-slow bat.

Who signs off the trainee's experience logbook?

- The 20 hours of experience gained by the trainee is to be signed off by the supervising traffic controller. Each logbook page 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 supervising traffic controller has a mentoring role, but is not the person's trainer. The course trainer is the person who is employed by the RTO to deliver the approved training course, and to conduct assessments.

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 control situation?

- The supervising traffic controller must stand within three metres of the trainee traffic controller. The requirements are specified in section 4.8 of the TCASAP.

Is it expected that all accredited traffic controllers will supervise trainees?

- No. The department does not require any accredited traffic controller to perform the supervisory function as a mandatory accreditation requirement (i.e. as a condition of their accreditation).
- It is a matter for the traffic controller's employer to determine if a traffic controller is suitable for a supervisory role.

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. There is a significant penalty applicable to the offence of failing to comply with a condition of accreditation.
- An on-the-spot penalty infringement notice can be issued to a traffic controller by a police officer or by a TMR authorised officer.

Proof of Course completion

Should the trainee present the completed logbook to the department at any stage?

- No. The trainee's experience logbook is not to be presented to a TMR customer service centre with the accreditation application or at any other time. The logbook is a training tool that must be returned to the RTO to be retained with course records.

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* by the RTO.
- The department's Traffic Controller Accreditation Application (form F4115) requires the applicant to submit the original *Statement of Attainment*.
- The department will not grant the accreditation unless the approved course has been successfully completed.

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, *How to Become an Accredited Traffic Controller* and *Traffic Controller Offence History and Checking Process*.
- Both fact sheets are available on the Traffic Controller Accreditation web page at:
<http://www.tmr.qld.gov.au/business-industry/Accreditations/Traffic-Controller-Accreditation-Scheme.aspx>

General training questions

What is the fee to undertake the approved traffic controller 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 prior to 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.

Are traffic controller trainee required to be familiar with the traffic controller accreditation scheme approved procedure (TCASAP)?

- Yes. The TCASAP is the fundamental reference document for Queensland traffic controllers. There is an obligation for all accredited traffic controllers, their employers and industry trainers, to be up-to-date with the TCASAP.
- The TCASAP was last updated in 2015. The document is available for download from the department's website at the Traffic Controller Accreditation web page.

<http://www.tmr.qld.gov.au/business-industry/Accreditations/Traffic-Controller-Accreditation-Scheme.aspx>

Traffic management improvement initiatives

- There is 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.
- Improvements to the traffic controller training course and tighter controls around training delivery are just some of a number of significant changes being made to positively influence the quality of traffic management on Queensland roads.

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

The department's recent initiatives include:

- 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 MUTCD.
- Refinements to the TCASAP and scheme standards.
- Introduction of a new digital industry authority card.
- Improvements to the content and delivery of Department of Transport and Main Roads *Traffic Management* training programs.

More information

- Please direct enquiries about traffic controller training to an RTO that is approved to deliver the training course.
- A list of the approved RTOs is located on the department's website, on the Traffic Controller Accreditation webpage :
<http://www.tmr.qld.gov.au/business-industry/Accreditations/Traffic-Controller-Accreditation-Scheme.aspx>
- For complaints about the training received, or other feedback about the delivery of the course, please contact:

Technical Training and Development,
Engineering and Technology Branch.
techtraining@tmr.qld.gov.au