

41359

Monitor a transport operations centre surveillance system and identify an incident on a road network

Kaupae Level	4
Whiwhinga Credit	10
Whāinga Purpose	This skill standard is for people intending to work in the traffic incident management industry. People with this skill standard will have the skills required to monitor a transport operations centre surveillance system and identify and log an incident on a road network.

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Monitor a surveillance system for transport operations.	a. Surveillance system is monitored in real time using supported tools and standard protocols in line with own role and responsibilities.
	b. Intelligence is gathered using monitoring tools, to inform interventions, optimise traffic flows, and provide real time travel information to stakeholders.
	c. Multi-tasking and prioritisation skills are demonstrated during monitoring activities.
2. Identify an incident on a road network for transport operations.	a. The incident is identified and a service request is placed using standard protocols.
	b. The incident is assessed for risks to self, worker, customer, the business, and road network stakeholders in line with standard operating procedures.
	c. Risk is mitigated or elevated in line with escalation requirements.
	d. Incident intelligence is sourced, analysed, shared, and actioned or escalated in line with stakeholder requirements.

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
3. Log an incident on a road network for transport operations.	a. Detection, categorisation, and verification of the incident are undertaken in line with the incident management system and data recording requirements.
	b. Services required to attend the incident are prioritised in line with standard operating procedures.
	c. Additional risk during the incident is identified, tracked, logged, and escalated where appropriate.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

Evidence provided for assessment against this skill standard should come from one or more traffic incidents occurring in real-time, where injury or a harmful incident occurs, supported by workplace verification, and not from a simulated work environment.

Definitions:

Stakeholders refer to external partners and traffic response units, network roading contractors, NZ Police, Ambulance, Fire Safety, other emergency services, network outcome contractors, Temporary Traffic Management (TTM) providers, public transport operators, customers, Cook Strait ferry operators, Civil Defence, local councils.

Stakeholder requirements refer to the requirements of the stakeholders who are part of the incident response team. It might be the contractor who received the call, other members of the onsite traffic incident team, or other emergency services called to respond to the incident.

Standard operating procedures are 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.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Monitoring a transport system

- Real time monitoring tools and protocols to gather, analyse, and disseminate live data regarding the movement of vehicles, traffic conditions, and passenger information.
- Intelligence that shifts traffic management from reactive to proactive for faster response times, reduced congestion, and improved public safety.
- Multi-tasking to manage and prioritise multiple, fast-evolving situations safely and efficiently.

Incident identification

- Protocols for escalating issues to ensure safety, minimise network disruption, and facilitate rapid, informed decision-making.
- Multi-faceted risks including physical harm, legal liability, significant financial loss, and severe emotional trauma.
- Mitigation of traffic incident risks using technology-driven management.
- Comprehensive, real-time, and verified traffic incident information.

Incident log

- Automated monitoring to detect and log anomalies in a centralised system.
- Priority for services structured around dynamic risk assessments.
- Tracked and logged data that enables real-time visibility, ensures regulatory compliance, improves safety, and boosts efficiency.

Rauemi | Resources

- Transport Operations Programme Guidance available from qualifications@energyinfra-skills.nz.
- Coordinated Incident Management System (CIMS) [Coordinated Incident Management System \(CIMS\) third edition » National Emergency Management Agency](#).
- New Zealand Transport Agency Waka Kotahi: *New Zealand Guide to Temporary Traffic Management*, available from www.nzta.govt.nz.
- WorkSafe good practice guidelines: *Keeping healthy and safe while working on the road or roadside*. Guidance for PCBUs, available from www.worksafe.govt.nz.

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Energy and Infrastructure Industry Skills Board
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Engineering and Technology > Infrastructure Works > Temporary Traffic Management
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0120

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	30 July 2026	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2031		

Please contact Energy and Infrastructure Industry Skills Board at qualifications@energyinfra-skills.nz to suggest changes to the content of this skill standard.