

41360**Co-ordinate an incident response for transport operations**

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 co-ordinate an incident response for transport operations.

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

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Co-ordinate an incident response for transport operations.	a. Incident response is assessed using recorded data.
	b. Interventions and deployment of controls for the incident response are selected with a focus on the control room, team and customer outcomes.
	c. Requests for road closures, support from emergency services, traffic controllers, and roading contractors are actioned in line with standard operating procedures.
	d. Speed signs, traffic signals, road messaging, and lane closures are implemented ensuring safety messages and signs are visible and effective.
	e. Messaging and road speeds are adjusted to address changing site conditions.
2. Communicate requirements to incident response stakeholders for transport operations.	a. Communication methods relevant for stakeholders and public address systems are implemented in line with standard operating procedures.
	b. Communications to stakeholders are timely, ongoing, and situation reports are updated.
	c. Information and updates are communicated to stakeholders using relevant channels in line with standard operating procedures.

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:

Communication methods may refer to verbal, written, information recording system, paging system, radio messages, locator beacons.

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**Incident support and co-ordination**

- Recorded data and review processes for incident response.
- Selection of interventions and deployment of controls for traffic optimisation.
- Requests for support from stakeholders to mitigate the impact of the incident on a road network.
- Intelligent support systems combined with traffic engineering standards and real-time monitoring.
- Adjustments to messaging and speeds utilising real-time data.

Communication of stakeholder requirements

- Communication methods to manage road network in real-time with a focus on incident response.
- Updates and situation reports, with real-time network conditions, enabling evidence-based decisions, and incident response co-ordination, to communicate with stakeholders.
- Communication channels to ensure timely dissemination of information to manage planned and unplanned events.

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 Kouna | 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.