

**41361****Complete incident resolution, recovery, and closure requirements for transport operations**

|                           |                                                                                                                                                                                                                                                                            |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Kaupae   Level</b>     | 4                                                                                                                                                                                                                                                                          |
| <b>Whiwhinga   Credit</b> | 10                                                                                                                                                                                                                                                                         |
| <b>Whāinga   Purpose</b>  | <p>This skill standard is for people intending to work in the traffic incident management industry.</p> <p>People with this skill standard will have the skills required to complete incident resolution, recovery, and closure requirements for transport operations.</p> |

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

| <b>Hua o te ako   Learning outcomes</b>                                             | <b>Paearu aromatawai   Assessment criteria</b>                                                                                                                           |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Complete incident resolution and recovery requirements for transport operations. | a. Intelligence for the response phase is collected including the scale of the situation and information on the deployment of field staff.                               |
|                                                                                     | b. Threshold for escalation is applied to the incident resolution and recovery requirements and relevant information is escalated to the supervisor for decision making. |
|                                                                                     | c. Self-management of health and well-being and staying calm during pressure situations is demonstrated during the incident resolution.                                  |
|                                                                                     | d. Transition to recovery phase is planned in line with standard operating procedures.                                                                                   |
|                                                                                     | e. Reporting requirements for incident resolution and recovery are completed in line with standard operating procedures.                                                 |

| Hua o te ako   Learning outcomes                                    | Paearu aromatawai   Assessment criteria                                                                                                                                                  |
|---------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. Complete incident closure requirements for transport operations. | a. Decisions and actions are recorded throughout the incident response process.                                                                                                          |
|                                                                     | b. Shift and handover requirements are setup in line with organisational requirements.                                                                                                   |
|                                                                     | c. Daily record of occurrences, incidents and events are recorded in the incident database in line with reporting requirements.                                                          |
|                                                                     | d. Feedback for evaluating the response to the incident and assisting with customer complaints is collected and recorded including supplier performance and recurring incident hotspots. |
|                                                                     | e. Reporting requirements for incident closure are completed 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.

#### Definition

*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 resolution and recovery

- Evaluation of incident severity, the need for rapid recovery, and ensuring the safety of all stakeholders.
- Thresholds for incident escalation and transition from routine through to active monitoring.
- Proactive daily habits, training, and workplace initiatives for health and well-being.
- Shift from immediate life-saving response to long term restoration and recovery.
- Response to recovery reports with a focus on restoring services to pre-incident levels.

## Incident closure requirements

- Tools for documenting, tracking, and resolving incident responses.
- Shift and handover requirements that prioritise continuous situational awareness, safety, and risk management.
- Daily records and reports focused on regulatory compliance, safety, and operational efficiency.
- Feedback and data on performance metrics and targets, and content of incident logs.
- Organisational procedures to ensure consistent, accurate, and timely communication of operational data.

## Rauemi | Resources

- Transport Operations Programme Guidance available from [qualifications@energyinfra-skills.nz](mailto: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](http://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](http://www.worksafe.govt.nz).

## Pārongo Whakaū Kounga | Quality assurance information

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

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

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