

COSVR537 - SQA Unit Code H0X4 04

Respond to and assist with road-related incidents



Overview

This standard is about

- 1 interpreting information
- 2 adopting safe and healthy working practices
- 3 selecting materials, components and equipment
- 4 responding to road traffic incidents, hazards and collisions

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Performance criteria

- You must be able to:*
- P1 assess relevant information on the incident and establish the nature of the incident
 - P2 plan your actions according to the nature of the incident and current policy
 - P3 communicate information on the incident to others in accordance with legislation and organisational requirements
 - P4 provide support at the incident scene in accordance with organisational procedures and policies
 - P5 deal with individuals in accordance with all relevant legislation and Codes of Practice
 - P6 comply with relevant legislation and official guidance in dealing with the incident, ensuring the health and safety of yourself and others
 - P7 record and report the incident in accordance with organisational procedures and policies

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Knowledge and understanding

You need to know and understand:

Performance Criteria 1

Assess incident

- K1 who the various people or organisations are that might notify central control about the **incident**
- K2 how the **information** is gathered, assessed and monitored and how it is used
- K3 the types of **incident** that might occur
- K4 what 'real time' reporting **procedures** are

Performance Criteria 2

Actions required

You need to know and understand:

- K5 what the **procedures** are for responding to a road **incident**
- K6 how **information** on the nature of the incident determines what actions are necessary
- K7 the implications of response times and how they must be adhered to and monitored

Performance Criteria 3

Communicate information

You need to know and understand:

- K8 the responsibilities and functions of the local, regional and national traffic control centres
- K9 the communication system and its operation
- K10 what **agencies, customers and responders** are likely to be involved in an incident
- K11 what the systems and protocols are for communicating with other **agencies** and members of the public
- K12 how the location and nature of the **incident** is communicated to others

Performance Criteria 4

Provide support

You need to know and understand:

- K13 the limits of your own support, authority and responsibility
- K14 which **incident** has the greater priority
- K15 how **prevailing conditions** might influence the action required
- K16 the importance of securing and protecting the **incident** scene in accordance with **legislation and organisational requirements**.
- K17 what assistance is available from other **agencies**
- K18 the types of safety and **personal protective equipment (PPE)** available and how and when to seek additional **resources**
- K19 when additional **resources** may be required and how they are obtained
- K20 what your limitations are for administering first aid

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You need to know and understand:

Performance Criteria 5

Deal with individuals

- K21 how to identify an individual's needs.
- K22 current **legislation and organisational requirements** and Codes of Practice in relation to human rights and equality.
- K23 the reasons and causes of conflict and how conflict might be avoided and resolved.
- K24 what the potential physiological and mental reaction following an accident or injury could be and how individuals may be helped

You need to know and understand:

Performance Criteria 6

Legislation and official guidance

- K25 the basic requirements of relevant health and safety legislation and organisational policy in relation to dealing with an **incident** in the workplace or on the public highway
- K26 how to use and maintain **personal protective equipment (PPE)** and safety equipment likely to be used in road **incidents**
- K27 the procedures, policies, guidelines and Codes of Practice for responding to and dealing with an **incident** on the public highway, including the impact of the incident on the environment and road network
- K28 what the response and incident duration times are

You need to know and understand:

Performance Criteria 7

Record and report

- K29 what the stand-by protocols and call out **procedures** are
- K30 the types of **documentation** required and how and when they should be completed
- K31 what the **incident** durations are and how to correlate them with traffic management requirements

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Additional Information

Scope/range related to performance criteria

Performance Criteria 1

- 1 gather and assess information on the nature, extent and location of the incident
- 2 monitor and report information to support decisions on operational cover

Performance Criteria 2

- 3 prioritise actions in line with the nature of the incident
- 4 ensure the response is relevant to the nature of the incident and adheres to specified response times
- 5 liaise with the emergency services and follow instructions ensuring compliance with company procedures
- 6 prompt and effective action taken depending on the nature of the incident

Performance Criteria 3

- 7 maintain established communication links in accordance with laid down procedures
- 8 communicate effectively and courteously with both customers and responders
- 9 communicate information in a style and format most appropriate to the situation
- 10 transmit information to others with due regard to precedence and sensitivity
- 11 report details of incident to the relevant people

Performance Criteria 4

- 12 secure the immediate safety of yourself and carry out dynamic risk assessment
- 13 secure and protect the incident site in accordance with prevailing conditions
- 14 seek assistance from other agencies in line with established protocols
- 15 identify any additional resources that may be required

Performance Criteria 5

- 16 identify the needs of individuals involved in the incident
- 17 acknowledge and recognise individual's backgrounds and beliefs, respect diversity and value people as individuals without discrimination
- 18 deal with individuals in an appropriate manner, avoiding conflict or disagreement

Performance Criteria 6

- 19 use of relevant personal protective equipment (PPE)
- 20 safe use and storage of tools, portable power tools and ancillary equipment
- 21 safe procedures and working practices at the scene of the incident

Performance Criteria 7

- 22 record details of the incident
- 23 complete organisational documentation on the incident and pass it on to the relevant person(s)
- 24 report on the conclusion of the incident in accordance with legislation and organisational procedures

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Scope/range related to knowledge and understanding

Agencies

- 1 emergency services
- 2 managing agent contractor
- 3 statutory bodies

Customers and responders

- 4 individuals caught up in the incident/accident
- 5 client
- 6 police
- 7 fire and rescue service
- 8 ambulance service
- 9 utilities
- 10 specialists

Documentation

- 11 site sketch
- 12 photographs
- 13 incident report form or organisational documents
- 14 emails
- 15 accident and emergency report

Incident

- 16 nature of the incident (routine, major, critical)
- 17 obstructions/debris
- 18 flooding
- 19 spillage
- 20 infrastructure failure
- 21 adverse weather
- 22 collisions without injury
- 23 collision with injury
- 24 collision with fatality
- 25 terrorist activity

Information

- 26 location and type of incident/hazard
- 27 local details/marker posts
- 28 method statement
- 29 dynamic/written risk assessment

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Legislation and organisational requirements

- 30 current relevant legislation and official guidance covering
 - 30.1 road-related incidents and hazards
 - 30.2 health and safety
 - 30.3 human rights, equality and diversity

Personal protective equipment (PPE)

- 31 occupational use, types, purpose of each type and work situations relating to
 - 31.1 hi vis jacket and trousers
 - 31.2 safety helmet and boots
 - 31.3 eye protectors
 - 31.4 ear defenders
 - 31.5 overalls
 - 31.6 face masks
 - 31.7 gloves and/or needle stick gloves

Prevailing conditions

- 32 type of road
- 33 time (day or night)
- 34 traffic volume
- 35 road surface
- 36 visibility
- 37 weather conditions

Procedures

- 38 organisational
- 39 regulatory
- 40 emergency
- 41 operational

Resources

- 42 traffic lights
- 43 traffic management team
- 44 lifting gear
- 45 clean up specialists
- 46 highway repair and maintenance teams
- 47 highways maintenance repair materials

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