

## SFJJA302

# Contribute to the handling of incidents on the road network



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### Overview

This standard is about identifying and monitoring incidents on the road network from a control room. It includes gathering information regarding new incidents, assessing the response required, and where relevant, notifying and deploying the appropriate resources towards managing such incidents.

#### **There is one element:**

- 1 Contribute to the handling of incidents on the road network

### Performance criteria

*You must be able to:*

- P1 gather all relevant and available information regarding incidents on the road network, including their location, time, the individuals involved and whether any injuries have been identified, the nature of the vehicles involved and any loads being transported
- P2 determine correctly the response required and notify the relevant parties accurately and clearly
- P3 identify any hazards and potential risks affecting those involved and attending the incident, and take the relevant actions to minimise such risks in line with your organisation's procedures
- P4 deploy the appropriate resources to the incident, taking into account their location in relation to the incident and the nature of the circumstances of the incident, and provide them with all relevant information
- P5 monitor the progress of the incident, ensuring that all relevant parties are informed of the developing situation, and take the appropriate actions to address changes in the situation, the information available, and any associated risks
- P6 Assess the impact of the incident upon the individuals involved, and upon the environment affected by the incident, and respond to this in line with your organisation's procedures
- P7 use communication systems correctly
- P8 provide information that is accurate, complete, clear and concise, using appropriate codes and forms of communication relevant to your organisation
- P9 speak in a calm and controlled manner, using words designed to promote understanding
- P10 maintain accurate and up to date records regarding the incident, including the actions undertaken, in line with your organisation's procedures
- P11 ensure that your decisions are justifiable and in line with your level of authority
- P12 provide relevant information promptly to those entitled to it, including that required for debriefing, where relevant
- P13 ensure that any outstanding work is handed over to colleagues in line with your organisation's requirements

### Knowledge and understanding

*You need to know and understand:*

#### Legal and organisational requirements

- K1 your organisation's operational procedures for responding to incidents on the road network and for deploying resources, relevant to your area of operations, including standards and performance indicators relating to the service and response provided
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity, and their impact for your area of operations
- K3 the importance of time management when handling incidents and how to apply this effectively when responding to calls and handling incidents
- K4 your levels of authority, skills and ability, and the actions necessary should these be exceeded

#### Stakeholders

*You need to know and understand:*

- K5 your organisation's partner stakeholders and service providers, their principal roles and responsibilities in dealing with incidents, and procedures for liaising with them
- K6 the information required by stakeholder organisations when addressing incidents
- K7 the needs of the wider community who are likely to be affected by operations requiring traffic management

#### Handling incidents

*You need to know and understand:*

- K8 the information to be gathered regarding incidents on the road network, including their location, time, traffic flow, vehicles involved and the nature of any loads involved, individuals involved and whether any injuries have been sustained, and the prevailing weather conditions
- K9 potential hazards and risks involved in responding and handling incidents, and the steps necessary to minimising these
- K10 the factors to consider when determining the correct level of response to incidents and the resources most appropriate to attend
- K11 the principal types of incident, and the correct response to the different types, including the nature of resources to be deployed
- K12 relevant emergency plans and arrangements relating to incidents
- K13 the principles of effective response and recovery
- K14 circumstances which warrant a bronze or silver level of management and the actions to be undertaken where you identify such circumstances
- K15 the principles of command, control and co-ordination and the potential flexibility between levels of response
- K16 the potential impact of emergencies on individuals, communities and the environment

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- K17 how to make and apply decisions based on the assessment of risk
- K18 the roles, responsibilities and information needs of organisations involved in response
- K19 the importance of monitoring the progress of incidents, how to do this, and the actions required
- K20 the geography of the road network for which you are responsible

### Communications

*You need to know and understand:*

- K21 the range of resources available to you when handling an incident, and how and when these should be deployed
- K22 how to use the communications systems available to you
- K23 your organisation's accepted wording when communicating with stakeholders, including any appropriate codes and when to use these
- K24 effective communication techniques, including the use of appropriate questions and effective listening, and how to apply these
- K25 how to communicate with individuals affected by emergencies in a manner which promotes understanding

### Records

*You need to know and understand:*

- K26 the importance of maintaining accurate and up to date records and how to do this in line with your organisation's requirements
- K27 the importance of ensuring that your decisions can be justified in line with your organisation's procedures

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<b>Developed by</b>	Skills for Justice
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<b>Originating organisation</b>	Skills for Justice
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<b>Relevant occupations</b>	Public Services; Public Service and Other Associate Professionals
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<b>Suite</b>	Traffic Management
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<b>Key words</b>	traffic management, roads, incident
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