



National Highways Sector Schemes for Quality Management in Highway Works

12C

For mobile lane closure traffic management on
motorways and other dual carriageways

**Published by the Sector Scheme Advisory Committee
for Traffic Management (SSACTM)**

Document Control

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Revisions

It is the committee's policy that the issue of any revision to this document shall be an issue of the full document rather than individual pages, the following data gives information where changes have been made to the previous document.

August 2004 revisions

General and Sections 1 to 3

Membership list updated, implementation information added, definitions for IPV and IPV driver added,

Sections 4 to 8

Introduction to Section 4 added.

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General and Sections 1 to 3

Amendment or additions included for IPV definition

Sections 4 to 8

Clause 7.6 Note added in respect of measurement of light intensity

Appendices

Appendix F amended to include reference to UKAS web-site

Appendix J1 amended to included reference to Standards Improvement System

Appendix K added

2005 Revisions

Clause 6.2.2(i) New paragraph

Appendix G 5. Advice on CSCS Card provided

Appendix F Complete Revision

Users of this document are advised to check with the Chairman of the sector scheme advisory committee for traffic management whether the document is still current.

November 2006 Revisions

Committee composition updated

Introduction updated

TD 49 references replaced by Chapter 8 references

IPV and MLC Block vehicle update

Section 4 Introduction added
Clause 6.2.1 added
Clause 6.2.2 (iv) modified (penultimate paragraph)
Clause 7.5.1 (iv) modified
Appendix A Clause 1.7 modified
Appendix B – References to Design Manual for roads and Bridges deleted, Reference 4 updated
Appendix J1 updated

Aug 2009 Revisions

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COMPOSITION OF SECTOR SCHEME ADVISORY COMMITTEE

APSE - Association of Public Service Excellence

DNV - Det Norske Veritas Certification BV (Lead Certification Body)

Civil Engineering Contractors Association

ADEPT Association of Directors for Environment, Economy, Planning & Transport

Health and Safety Executive

Highways and Construction Training Association

Highways Agency

Highways Term Maintenance Association

Lantra

Mobile Lane Closures Contractors Association

Roads Service Northern Ireland

Transport Scotland

Society of Chief Officers of Transportation in Scotland (SCOTS)

Traffic Management Contractors Association

Corresponding Members

DBFO Cos

Lloyd's Register Quality Assurance Ltd

National Quality Assurance Ltd

QA International Certification Ltd

SGS (UK) Ltd

Welsh Assembly Government

BM Trada Certification Ltd

BSI

EXCLUSION OF LIABILITY

The SSACTM:

- 1 have and accept no liability whatsoever for any failure of any system assessed under the SSACTM document or for the quality, fitness for purpose, or safety of any product or service which is subject of such assessment,
- 2 do not provide any representation or warranty as to any aspect of any such system, product or service, and
- 3 hereby expressly exclude all and any liability or responsibility (however alleged to arise) for or in connection with the provision of any service or product or any use of any product, all and any such, liability or responsibility attaching exclusively to the producer (or user as the case may be) thereof.

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SELECTION OF CERTIFICATION BODY

It is important to note that due to the specific requirements for assessor competence required by this Sector Scheme a technical expert may be appointed/recommended by the Sector Scheme Advisory Committee to assist UKAS in the assessment of Certification Bodies as described in Appendix G.

Prospective companies seeking registration under this scheme should ensure that they engage a certification body specifically accredited to assess against the requirements of this SSD. Specifiers, consultants, engineers etc. that require confirmation of compliance with the contract specification in respect of the supply of products/materials should confirm the current status of the quality assurance certificate issuer and that specific reference is made to this Sector Scheme. (See Appendix F.)

Implementation of issue UKAS 8

This issue of the SSD is to be implemented immediately for assessments in accordance with BS EN ISO 9001:2008.

Assessments against Issue UKAS 7 will continue to be valid until the following assessment carried out by the accredited certification body.

Note 1: Following publication of the document the organization should implement the changes in time for their surveillance visit or assessment visit by the Certification Body.

Note 2: The Certification Body should assess the organization against the latest edition of the scheme within 14 months of its publication.

Note 3: Where the surveillance/assessment visit of an organization occurs within two months of the publication of a revision, such assessment maybe undertaken against the previous edition subject to compliance with Note 2 above.

INTRODUCTION

1. In the late 1980s and early 1990's, concern was generated about the standards of workmanship related to the installation of temporary traffic management schemes. Part of the outcome of this is the production of this sector scheme document (SSD) for mobile lane closure traffic management for inclusion in the Appendix A of the Volume 1 of the Manual of Contract Documents for Highway Works - Specification of Highway Works. The document complements Chapter 8 of the Traffic Signs Manual.
2. It is acknowledged that a number of accredited certification bodies (CB) have obtained technical competence over the years to be able to provide quality assurance certification for this sector scheme. It is recognised that there is a necessity for these bodies to agree to the same interpretation of BS EN ISO 9001 for this work. Under the Chairmanship of the Highways Agency, the Sector Scheme Advisory Committee for Traffic Management (SSACTM) was set up in June 1996 to establish UK sector schemes. These would be used by the United Kingdom Accreditation Service (UKAS) to assess the CBs and by CBs to assess traffic management contractors. It was accepted that this committee would act in an advisory capacity to UKAS on MLC traffic management issues.
3. This SSD is a live document with the committee meeting two/three times a year to develop it as appropriate. Those using this SSD should always ensure that they have the current version.
4. Any observations or feedback relating to this document should be handled in accordance with the procedures in Appendix J
5. This is one of a series of SSDs dealing with temporary traffic management. Schemes 12A/12B deal with static temporary traffic management for works on high speed dual carriageways and motorways. A further scheme document (12D) is available for schemes incorporating temporary traffic management for works for road purposes carried out on rural and urban roads.
6. In using this Sector Scheme users shall use good practice of specifying any other relevant Highway Sector Scheme as appropriate to the nature of the work being undertaken, e.g. those mentioned above. Furthermore where there is a Sector Scheme in place it must be used.
7. This revision to the SSD incorporates the revised requirements to BS EN ISO 9001 : 2008 that are deemed specific and relevant to the Mobile Lane Closure Traffic Management plus feedback from SSDs in use.

INTERPRETATION OF ISO 9001:2008 REQUIREMENTS

1.0 SCOPE

This SSD describes the quality management system requirements to be established by the supplier of mobile lane closure (MLC) traffic management on motorways and other dual carriageways for the carrying out of continuous mobile operations for road related activities including those which involve repeated movement along the road and periodic stops. It interprets the requirements of British Standard BS EN ISO 9001 : 2008 for this type of activity. The SSD should be read in conjunction with that standard. The SSD is applicable to Organizations carrying out the installation, maintenance and removal of mobile lane closure traffic management measures.

The SSD shall be referenced in the Certificate of Registration issued by the Certification Bodies. (See Appendix K)..

2.0 NORMATIVE REFERENCE

The following normative documents contain provisions which constitute provisions of BS EN ISO 9001:2008
BS EN ISO 9000:2005 Quality Management Systems – Fundamentals and Vocabulary
BS EN ISO 9004:2000 Quality Management Systems – Guidelines for Performance Improvements.

Other normative documents are:
Chapter 8 – Traffic Signs Manual Parts 1 and 2

3.0 TERMS AND DEFINITIONS

For the purpose of this Sector Scheme Document the following definitions shall apply.

Client: The body for which the work is being carried out e.g. Highway Authority.

Certificate of Registration: A certificate issued by an UKAS accredited Certification Body certifying that the holder operates a Quality Management System complying with BS EN ISO 9001:2008 and this SSD. The Certificate will state the category(ies) of work that the holder is competent to supply (see Appendix K)

- Dual carriageways without hard shoulders.
- Dual carriageways with hard shoulders.

Contract Specification: The technical requirements of the contract agreement. For example the following may apply:

- i) Manual of Contract Documents for Highway Works :Volume 1 : The Specification for Highway Works or as specifically required in the contract documents.

- ii) Contract Specific Appendices
- iii) The Contract Drawings

Customer:	The body engaging the Organization for the purpose of the work described in this SSD.
Impact Protection Vehicle (IPV)	A vehicle fitted with a crash cushion and a light arrow sign when used in live lanes in accordance with Chapter 8 (05.5.5.).
IPV Driver	An operative who has successfully undergone training and assessment and is additionally registered with Lantra
MLC	Mobile Lane Closure
MLC Block Vehicle	A vehicle in accordance with the requirements of Chapter 8 (10.7.6) equipped with a lorry mounted crash cushion. (All seats must be fitted with head restraints and 3 point inertia reel belts) All drivers must be fully qualified to supervisor status whether in charge of the convoy or not.
MLC Operative	A person who works under the control of an MLC Supervisor and is directly involved with the installation, maintenance or removal of the MLC traffic management measures.
MLC Planning Officer¹	The person named in the Organization's Quality Plan as having the responsibility, approved training and experience for the planning of the establishment, modification and removal of MLC traffic management and implementation of the requirements of the Contract Specification.
MLC Supervisor	The person named in the Organization's Quality Plan as having the responsibility, training and experience to control MLC traffic management measures to meet the requirements of the Contract Specification. The MLC supervisor shall be suitably positioned in the MLC train.
MLC Traffic Management	The deployment of mobile traffic signs, static warning signs and lorry mounted crash cushion (LMCC).
Organization	The Organization responsible for the installation, maintenance and removal of MLC traffic management measures.
Organization's Manager¹	The person named in the Organization's Quality Plan as having managerial responsibility for MLC traffic management measures.

¹Note The roles of MLC Planning Officer and Organization's Manager may be combined on some contracts.
January 2012 – UKAS Issue 8

Quality Plan	The document setting out the specific quality practices, resources and sequence of activities relevant to the project (See Appendix A).
Quality Management System	The Organization's structure, responsibilities, procedures, processes and resources for implementing Quality Management.
“shall”	"Used to indicate a requirement strictly to be followed in order to conform to the standard and from which no deviation is permitted. (See ISO Directives Part 3:1997, Annex E)" (reference "Guidance on the terminology used in ISO 9001:2008 and ISO 9004:2000".)

4 to 8 QUALITY MANAGEMENT SYSTEM REQUIREMENTS

Introduction

This document needs to be read in conjunction with the ISO 9001 : 2008, which together with this document, provides the interpretation of ISO 9001 for the road network in the UK . Paragraph numbers in this section reference appropriate paragraphs of BS EN ISO 9001 : 2008 . Where 'no specific interpretation' is recorded under a heading this means that it is not considered necessary to provide an interpretation for that clause.

4 Quality Management System

4.1 General Requirements

The Organization shall operate a quality management system to BS EN ISO 9001: 2008 and this schedule.

The Organization shall have a process in place to notify the Schedule of Suppliers (nhssceduleofsuppliers@lantra-awards.co.uk) of its registration status in respect to this schedule, within 14 days of gaining registration to this scheme and thereafter annually. In addition the organization shall provide details of a focal point for the organization.

4.2 Documentation Requirements

4.2.1 General

The Organization shall submit a Quality Plan or alternative document as defined in the contract specification for acceptance or approval by the Client, as appropriate, prior to commencement of work. (See Appendix A)

4.2.2 Quality manual

No specific interpretation.

4.2.3 Control of Documents

As part of the Organization's quality document control, the following contract specific documents are typically required to be controlled:

- 1) Correspondence
- 2) Delivery notes and certification where required
- 3) Training records/certificates
- 4) Contract Documentation and customer order
- 5) Instructions to Site Staff
- 6) Where appropriate, location and identification of overground services and structures and name, address, telephone numbers of persons responsible for them,
- 7) Methods to ensure the Organization obtain any amendments to the documents listed in Appendix B where appropriate to the scope of registration.

4.2.4 Control of Records

In addition to the Organization's own quality records, the following contract specific records shall typically be kept:

- 1) Contract Specification and any variations
- 2) Purchase orders
- 3) Instructions to site staff
- 4) Written complaints
- 5) Experience and training record of all personnel
- 6) MLC layout records and period in operation (separate report for each layout)
- 7) Traffic count details immediately prior to MLC traffic management implementation and at regular intervals during MLC operation (15 mins).
- 8) Details of materials used - (e.g. equipment list)
- 9) Details of any accidents (known to the Organization) in or adjacent to the provision of the MLC traffic management measures.

Records should be kept for a minimum of 6 years or longer if contractually required.

5 Management Responsibility

5.1 Management Commitment

No specific interpretation

5.2 Customer Focus

The Organization shall consider the interests of the Client and the product end users, for example, the general public / travelling public, and shall be mindful of the Client's interaction with the end users

5.3 Quality Policy

The company quality policy statement shall require a statement of commitment to this Sector Scheme.

5.4 Planning

No specific interpretation.

5.5 Responsibility, Authority and Communication

No specific interpretation.

5.6 Management Review

The Organization shall review the quality system at least once a year to ensure its continuing suitability and effectiveness to conform to this sector scheme.

6 Resource Management

6.1 Provision of Resources

No specific interpretation.

6.2 Human Resources

6.2.1 General

The training and assessment of operatives required by this Scheme is aimed primarily at technical competence for traffic management. It is intended to provide awareness to carry out work in a safe manner however it remains the responsibility of the Organization to determine and implement safe systems of work.

6.2.2 Competence, Awareness and Training

(i) Registration Scheme

Details of training and assessment programmes for mobile lane closures approved by the SSACTM are listed in Appendix C of this SSD.

Details of training and assessment programmes for Impact Protection Vehicles approved by the 12A/12B and 12C advisory committees are listed in Appendix C of this SSD.

All MLC operatives and supervisors are required to be trained and assessed, they shall attend and pass the relevant training course and assessment criteria approved by the sector scheme committee and administered by Lantra.

Once a candidate has attended a training course (Operative &/or Supervisor) they will be issued with a certificate on successful completion. Candidates will then have two years to complete assessments within the logbook appropriate to their qualification. Where assessments are NOT fully completed within this two year period; candidates will be required to attend the appropriate training course and successfully complete and be issued with a new certificate for a further two years. NB This will not affect previous successful recorded assessments within the logbook.

(ii) Registration Cards

MLC personnel shall hold an appropriate registration card

An MLC Traffic Management (TM) Registration Card is issued to MLC Operatives and MLC Supervisors who successfully complete an approved training and assessment programme. The TM Registration Card will define the type of traffic management the holder has been trained to undertake and the degree of responsibility that the holder can normally accept. It shall not be valid for any type of TM that is not defined.

The card will be valid for a period of 5 years (inclusive of a 6 month renewal period).

Refresher training successfully completed within the 6 month renewal period will consist of attending the theory training course only appropriate to their qualification. A refresher training card will be reissued which will be valid for a period of 5 years (inclusive of a 6 month renewal period).

Candidates who do not attend refresher training prior to their card expiring will be required to attend the full two day training course (theory & practical) appropriate to their qualification and successfully complete the training course before being issued with a new skills card. NB Assessments successfully recorded within the logbook still stand appropriate to the qualification.

This window of opportunity is only available for 6 months from the expiry date of the existing skills card. Any cards more than 6 months out of date will require candidates to complete the full training and assessment criteria appropriate to their qualification.

Where assessment has been carried out on motorways only or on dual carriageways only the MLC Operative or Supervisor shall only be able to use the registration for the appropriate MLC TM. Information confirming which type(s) of carriageway the MLC Operative or Supervisor has been assessed for will be recorded on the reverse of the Registration Card. Thus the registration will apply as follows:

- Dual carriageways without hard shoulders only.
- Motorways and/or dual carriageways with full width hard shoulders only.
- Dual carriageways with or without hard shoulders and motorways.

MLC operatives &/or supervisors who successfully complete the approved training and assessment programme shall carry their registration card as identification whenever they are working on MLC traffic management schemes. Where certificates are issued these are for continued professional development only and do not provide proof of competency. Certificates cannot be accepted unless supported by a skills registration card (see 6.2.2. (i) for further clarification)

(iii) Renewal of Planning Officer's Certificates

The certificate is only valid for 5 years and holders will need to attend the one day supervisor's refresher training course (theory) prior to the expiry of their certificates. Successful candidates will receive a certificate endorsed "Planning Officer".

(iv) Mobile Carriageway Closure Technique (MCCT)

Where certificate expires candidates will be required to attend the full supervisors course (theory & practical) before a new certificate is issued.

Mobile Carriageway Closure Technique (MCCT) The competence for this technique shall be a one day add on module to operative &/or supervisor (fully carded personnel only) details of which can be found in Appendix C. Successful candidates can apply for a skills card which will be valid for 5 years (inclusive of a 6 months renewal)

MCCT personnel will only be able to carry out this technique whilst holding a valid in date appropriate skills card refer to table in Appendix C. For clarification purposes should your skills card expire but your MCCT is still current you cannot operate this technique

The card is only valid for 5 years and holders will need to attend the one day MCCT training course prior to the expiry of their card. Successful candidates will receive a card endorsed "MCCT".

(v) IPV

An MLC Supervisor can act as an IPV driver hard shoulder and live lane without further training.

An MLC operative can only drive an IPV if they also successfully complete the IPV training hard shoulder only. An MLC operative can only drive an IPV in the live lane if they are also 12A/12B qualified (the full qualification only). To clarify a 12C operative cannot use this card to drive a block vehicle in a MLC or MCCT and must hold a full driving licence (LGV2).

(vi) Record of Practical Experience

The issue of a new or renewed TTM Registration Card, as the case may be, shall be recorded by the Organization. A sample register is given in Appendix D. This information should be retained with the Record of Practical TTM Experience.

The MLC Planning Officer should have at least two year's recorded experience of the implementation of MLC traffic management. In addition the MLC Planning Officer shall also have successfully attended both the MLC Operatives and Supervisors training course. Alternatively, qualified MLC supervisors may be appointed to the post of planning officer

Potential MLC supervisors will have been assessed on the appropriate operatives training and assessment programme and successfully fully qualified before embarking on the Supervisors training and assessment programme.

The driver of an MLC Block Vehicle shall have successfully attended and passed an MLC Supervisors training course, and/or hold an MLC supervisors registration card. NB The driver of the block vehicle must be successfully qualified to Supervisor status whether in charge of the convoy or not. Where the Supervisor of the convoy is not driving the block vehicle they must sit in an appropriate position to observe the operation.

MLC Operatives working on motorways and/or other dual carriageways shall have been successfully assessed and fully complete the appropriate training and assessment programme.

MLC Operatives under training/assessment who have attended the initial 2 day training and have been issued with a log book shall at all times be supervised by a competent qualified registered MLC Operative on a one to one ratio and shall be within sight and radio contact of the qualified person. This supervised experience should include practical experience of installing, maintaining and removing MLC schemes and shall be recorded as part of the training and assessment records of an unqualified MLC operative. MLC Operatives under training/assessment who have attended the initial 2 day training and have been issued with a log book will be expected to attain qualified status within 2 years from the date of completion of the 2-day training course. (See 6.2.2 (i) for more information.)

The Organization shall ensure that all MLC Planning Officers and MLC Supervisors have a working knowledge of the relevant parts of the documents listed in Appendix B of this schedule.

In live traffic management situations the convoy should contain only one operative trainee and/or one supervisor trainee at any one time. A qualified Supervisor shall be present at all times

The Organization shall ensure that any MLC personnel engaged from a labour only supply agency is appropriately qualified and card carrying for the work activities they are undertaking.

Refresher training is required for MLC personnel including the Planning Officer every 5 years.

6.3 Infrastructure

No specific interpretation.

6.4 Work Environment

When planning works and preparing a risk assessment due account should be taken of the time the works are going to last and the welfare of the personnel.

7 Planning and Product Realization

7.1 Planning of product realisation

The Quality Plan shall as a minimum address the topics listed in Appendix A items should be addressed as appropriate, either within the QMS (.. procedures, processes, job cards, method statements, training records etc) or if the project is substantial enough then a Quality Plan may be appropriate for this, supplemented by contract specific information.

The Quality Plan may be a largely standard document as indicated in Appendix A of this schedule supplemented by contract specific information.

NB This will also include compliance with the 12C Protocol as appropriate to Highways Agency contracts.

7.2 Customer Related Processes

7.2.1 Determination of Requirements Related to the Product

The Contract Specification shall not be changed without written approval from the Client.

7.2.2 Review of Requirements Related to the Product

(i) The Organization shall carryout a review of the contract / order requirements and arrangements. The review procedure shall require the Organization to verify with the customer that the order placed meets the technical requirements included in the Client's Contract Specification. This extends to the hiring and purchase of vehicles and equipment.

(ii) The MLC Planning Officer shall, prior to commencement of the MLC traffic management, check the practicality of the proposed measures. This shall include liaison with third parties, in particular the Highway Authority, the Client/Customer and the Police, as well as establishing suitable traffic density for putting on the measures. Where irregularities or inconsistencies with the specification or for reasons of health and safety or for other reasons are encountered these shall be brought to the attention of the Customer/Client for resolution.

NB This will also include compliance with the 12C Protocol as appropriate to Highways Agency contracts.

(iii) Matters of a significant nature that arise during the review shall be considered during the management review and incorporated as necessary into the quality management system.

7.2.3 Customer communication

The Organization shall have a process in place to notify the Schedule of Suppliers (see 4.1) of its registration status in respect to this schedule, within 14 days of gaining registration to this scheme and thereafter annually.

7.3 Design and Development

7.3.1 Design and Development Planning

Chapter 8 gives the principles for MLC traffic management and the organization is only expected to interpret these principles

7.4 Purchasing

The Organization shall establish procedures to ensure that all resources conform to the Contract Specification. All copies of certification to verify this shall, on request, be passed to the Client.

Signs shall be obtained from a registered supplier conforming to the requirements of National Highway Sector Scheme 9A of Appendix A of the Specification for Highway Works for the Manufacture of Traffic Signs

7.5 Production and Service Provision

7.5.1 Control of Product and Service Provision

- (i) The Organization shall produce a method statement for the installation, operation and removal of MLC traffic management measures including confirmatory arrangements for checking traffic density prior to and during the operation of the measures. Where required, the method statement shall be submitted to the Customer for acceptance and to the Client's representative for acceptance or approval as appropriate.
- (ii) The process of developing MLC Traffic Management requirements into method statements and risk assessments shall be undertaken and verified by persons of suitable training and experience. This shall normally be the MLC Planning Officer.

The personnel involved shall be identified in the Quality Plan along with their suitable training/experience/qualifications.
- (iii) The Organization shall have access to and a working knowledge of the relevant documents listed in Appendix B of this schedule together with the Contract Specification.
- (iv) The Organization shall have procedures in place to ensure that the advance signing vehicles and MLC block vehicles are of a conspicuous colour as described in Chapter 8 of the Traffic Signs Manual.
- v) The Organization shall maintain a record of practical experience for MLC operatives (see 6.2(iv) above).
- (vi) An MLC Supervisor shall be in charge of the maintenance of the MLC traffic management measures.
- (vii) General maintenance shall be the responsibility of all MLC operatives. All vehicles and equipment must be maintained in a clean and proper condition and any damaged vehicle or equipment must be repaired or replaced.
- (viii) All MLC team personnel must be in contact with each other via a dedicated radio system. This must be supplemented by an external communication system for emergency situations.
- (ix) Certificates/reports, signed by the MLC Supervisor or MLC Planning Officer, shall be retained, and submitted to the Customer if required, for the Installation, Operation and Removal of the MLC traffic management measures.

- (x) The MLC Supervisor or MLC Planning Officer shall report to the Customer on any unacceptable high traffic flow, accidents or other incidents and any actions taken.
- (xi) Systems shall be in place to inspect and maintain all vehicles and equipment returned from site before their re-use.

7.5.2 Validation of processes for production and service provision

Daily certificates/reports, signed by the Supervisor or Planning Officer, shall be retained, and submitted to the Customer if required, for the Installation, Maintenance and Removal of the MLC measures.

7.5.3 Identification and traceability

No specific interpretation

7.5.4 Customer Property

The Quality System shall include a procedure to be applied where material is supplied by the Customer or the Client if this is identified in the Contract Specification. For example, this may include the use of traffic signs for static warning of MLC traffic management.

7.5.5 Preservation of product

Manufacturers recommend the regular inspection of IPV equipment, by a competent person.

7.6 Control of Monitoring and Measuring Devices

The Organization shall have processes in place to verify the correct operation of the lights, including alignment, rate of flashing, dimmer operation and visual light intensity*. A record shall be kept of these checks, which shall be carried out prior to the start of each shift.

*Note: The check for light intensity shall be by visual inspection

8 Measurement, Analysis and Improvement

8.1 General

No specific interpretation.

8.2 Monitoring and Measurement

8.2.1 Customer satisfaction

No specific interpretation

8.2.2 Internal Audit

Internal audits of the quality management system against this SSD shall include at least two site visits a year.

8.2.3 Monitoring and measurement of processes

No specific interpretation

8.2.4 Monitoring and measurement of product

No specific interpretation

8.3 Control of Non-conforming Product

Non-conforming component parts (that is a sign, trailer or vehicle) shall not be accepted.

8.4 Analysis of Data

No specific interpretation.

8.5 Improvement

8.5.1 Continual improvement

No specific interpretation

8.5.2 Corrective action

No specific interpretation

8.5.3 Preventive action

As part of the procedures for preventive action, the Organization shall include processes to ensure that the minimum number of qualified traffic management operatives is appropriately maintained.

APPENDIX A: MODEL REQUIREMENTS FOR QUALITY PLANS

1 The Quality Plan shall include:

- 1.1 Definition of the product to be provided.
- 1.2 The structure of the Organization, describing the line of command and stating the names of the Organization's Manager responsible for the contracted work, the MLC Planning Officer and MLC Supervisor.
- 1.3 Identification of the relevant parts of the Organizations quality manual relevant to the product or service being provided*.
- 1.4 The control of personnel selection including special requirements for skilled personnel e.g. training of MLC operatives*.
- 1.5 Programme for submission of method statements and for the installation, operation and removal of MLC traffic management measures.
- 1.6 The Customer's nominated Quality Manager, project manager and/or other representatives through whom communication is to be made throughout the contract.
- 1.7 A statement on how communications between all MLC units is to be achieved.

2 Contract specific procedures are required for the following:

- 2.1 Liaison with the Client, Police and the Highway Authority.
- 2.2 Submission for examination by the Client's representative of certification body's certificates of registration for conformity against this scheme, the MLC operatives' and MLC supervisor's registration cards and training certificates and the register of training and registration of MLC operatives and MLC supervisors employed by the company.
- 2.3 Receipt and examination of certificates of registration and test results for materials used*.
- 2.4 Storage, handling and erection on Site including maintenance and spares*.
- 2.5 Details and control of Quality records*.
- 2.6 Method statements for installation, maintenance and removal of MLC measures; detailed drawing(s) to be supplied if required in the Contract Specification.
- 2.7 Control of non-conforming product*.
- 2.8 Inspection and maintenance of vehicles, trailers and equipment used for MLC traffic management measures*.

* Copies of the Organization's general procedures covering these items shall be made available for the examination by the Client's representative, and copies provided when requested.

Note: Reference should also be made to Sample Appendix 1/24 in the Notes for Guidance on the Specification for Highway Works where this is incorporated into the main Contract and where applicable, The Quality Protocol for Mobile Lane Closure Training on the Highways Agency's Strategic Road Network.

APPENDIX B: REFERENCE DOCUMENTS

1. Manual of Contract Documents for Highway Works: Volume 1²
See Website: www.standardsforhighways.co.uk/mchw/index.htm
Specification for Highway Works (SHW), and amendments

Series 000	Introduction
Series 100	Preliminaries
Series 1200	Traffic Signs
Series 1400	Electrical Work for Road Lighting and Traffic Signs
2. Manual of Contract Documents for Highway Works - Volume 2²
See Website: www.standardsforhighways.co.uk/mchw/index.htm
Notes for Guidance on the Specification for Highway Works (NGSHW), and amendments

Series NG000	Introduction
Series NG100	Preliminaries
Series NG1200	Traffic Signs
Series NG1400	Electrical Work for Road Lighting and Traffic Signs
3. Traffic Signs Manual: Chapter 8: Traffic Safety Measures and Signs for Road Works and Temporary Situations. (TSO) or Website: www.dft.gov.uk
4. Traffic Signs Regulations and General Directions, (TSO)

Internet

5. Guidance for Safer Temporary Traffic Management - (HA, CSS and HSE) (www.highways.gov.uk).
6. Temporary Traffic Management on High Speed Roads – Good Working Practice – (HA, CSS, HSE, ACPO, QPA, NTMCFS, ACE, TMCA, Scottish Executive, Roads Service (NI), Welsh Assembly Government, TRL) (www.highways.gov.uk)
7. The Quality Protocol for Mobile Lane Closure Training on the Highways Agency's Strategic Road Network to download a current copy visit the Lantra website (www.lantra-awards.co.uk/sectorschemes/ssd12c.aspx)

British Standards

BS 873	Road traffic signs and internally illuminated bollards
Part 1	Methods of Test
Part 2	Specification for Miscellaneous Signs
Part 4	Specification for Road Studs
Part 6	Specification for Retro reflective and Non-retro reflective Signs
Part 8	Specification for Traffic Cones and Cylinders
BS EN 471	Specification for High Visibility Reflective Clothing
BS EN ISO 9000: 2005	Quality Management Systems – Fundamentals and Vocabulary
BS EN ISO 9001: 2008	Quality Management Systems - Requirements
BS EN ISO 9004: 2000	Quality Management Systems – Guidelines for Performance Improvements

(Note: The Organization shall use the current reference document and British Standards unless stated otherwise in the Contract Specification)

²Amendments are made to these volumes normally on a quarterly basis. Organizations shall ensure that they have up to date copies of the latest amendments, such information is available from the Highways Agency's Information Line 08457 504030.

Appendix C: TRAINING AND ASSESSMENT FOR TRAFFIC MANAGEMENT MLC OPERATIVES, MLC SUPERVISORS AND MLC PLANNING OFFICERS

MLC training for MLC operatives and MLC supervisors is a two part process consisting of basic training followed by an assessment of competency of the MLC operative/supervisor. The only progression of training will be by attendance of an MLC operatives training course followed by competency assessment as per the requirement of the assessment criteria contained with the 12C Logbook after which the successful MLC operative will be issued with a registration card. Qualified registered MLC operatives will then be permitted to attend the MLC supervisors training course and subsequent successful assessment within the logbook to gain registration as a MLC supervisor. (See 6.2.2 for further clarification)

MLC training for MLC planning officers consists of attendance at both MLC operative and MLC supervisors course, plus 2 years relevant experience or attend a special planning officer's course plus 2 years relevant experience; alternatively qualified MLC supervisors may be appointed to the post of planning officer

1 Sector Scheme 12C – Mobile Lane Closures Training and Assessment

1.1 General

Training courses are available as follows:

- 12C operative course
- 12C supervisors course
- 12C planning officer (attendance of the either the above two training course or if there are sufficient numbers ran as a one of special course which will be a combination of the two course inclusive of practical demonstration.)

Assessment leading to the issuing of a competency card is recorded using a log book.

Subject to suitable qualification, the following card categories are available for MLC operatives and MLC supervisors:

Operatives

- 12C Operative dual carriageways with or without hard shoulders and motorways
- 12C Operative dual carriageways with hard shoulders only
- 12C Operative motorways and/or dual carriageways with full width hard shoulders only

Supervisors

- 12C Supervisor dual carriageways with or without hard shoulders and motorways
- 12C Supervisor dual carriageways with hard shoulders only
- 12C Supervisor motorways and/or dual carriageways with full width hard shoulders only
- IPV Live Lanes
- IPV Non Live Lanes

Cards are not available for planning officers.

1.2 Training Courses and Assessment

12C Operatives training course is of a 1 day theoretical and 1 day practical demonstration relating to the operation and maintenance of MLC sign-bearing warning vehicles.

Following training, the instructor will register the operative with Lantra. A Lantra certificate will be issued to show successful completion of the training course. Please note this is proof of attending the training course only, operatives are not qualified until they have successfully completed all their observations and assessments within the 12C logbook and been issued with and carry an operative registration card.

Operatives must attend the training course prior to commencement of their logbook assessment. The logbook covers a number of activities, each of which is successfully assessed on three separate occasions a record should be kept of any unsuccessful assessments. When the logbooks are successfully completed, the operative receives a skills registration card from Lantra.

- Only registered Lantra assessors will be able to conduct assessments within the 12C logbook. Training Courses can only be run by a Lantra registered 12C Instructor/Assessors. NB Instructors must also qualify as an assessor.

Supervisors - must qualify as an operative prior to commencement of the supervisor training course.

The supervisors training course may only be attended by candidates who have gained MLC experience as assessed/registered operatives and consists of a further two day course to provide the candidate with theoretical and practical instruction relating to the operation and supervision of MLCs. In addition they must demonstrate a sound understanding of his company's quality assurance system to ensure continuous compliance with the requirements of this SSD 12C. The candidate must hold an appropriate driving licence for a minimum 10 tonne HGV vehicle.

Following training, the instructor will register the supervisor with Lantra. A Lantra certificate will be issued to show successful completion of the training course. Please note this is proof of attending the training course, supervisors are not qualified until they have successfully completed their observations and assessments.

For the observations and assessment process additional elements will be completed in their logbook in the same manner as described for operatives above. The final assessments to be completed within two years of the supervisor training course. Any trainee supervisors must have a qualified supervisor within any convoy whilst the assessment process is taking place.

Following successful final assessment, the assessor will register the supervisor with Lantra and the Supervisor will be issued with a card to show they are qualified to supervise MLC, drive any MLC vehicle and may, if appointed, undertake the role and responsibilities of the planning officer.

Planning officers – must at least attend and successfully pass the two day operative and the two day supervisors training courses.

The post of the planning officer is a specific post required by this SSD12C to ensure that potentially dangerous work instructions which are given to MLC crews are given by an authorised person who has a sound understanding of the risks and dangers that their instructions may invoke.

The new planning officer will typically be the existing person who authorises and instructs the workforce to carry out mobile lane closures on behalf of the company.

Previously there was no requirement for this person to be formally trained in MLC operations and it was possible for them to issue instructions to MLC crews, which may have been unsound in terms of safety.

SSD 12C now addresses this situation with the requirement that the post of planning officer is acknowledged in the company's quality manual, their responsibilities are clearly defined in the company's quality procedures and they have at least attended the operative and supervisor training courses.

There are currently two routes to achieve planning officer status:

- a) Any person who has at least two years recorded experience of the implementation of MLC traffic management prior to attending both the operatives and the supervisors training courses will achieve planning officer's status upon completion of these courses. Planning officers who qualify under this option **may never undertake the practical role of operative or supervisor during MLCs** since they will not have been assessed as competent for either role. Lantra will issue a planning officer's certificate.
- b) Any person who has been successfully assessed as a supervisor and holds a current supervisor's registration card may undertake the responsibilities of a planning officer, if appointed by the organization.

2. TRAINING AND COMPETENCY REQUIREMENTS FOR IMPACT PROTECTION VEHICLE (IPV) DRIVERS FOR SINGLE VEHICLE WORKS

As a pre requisite all candidates must hold a HGV licence as the IPV vehicle is a minimum of 10 tonnes on the road weight.

The following clarifies training for impact protection vehicle (IPV) drivers for single vehicle works only:

Training Requirements		Competent to operate IPV	
IPV Training/Assessment Course	Additional Training/Assessment Requirements	IPV on Hard Shoulder only (Non Live Lanes)	12A/B IPV Driver only (Live Lanes)
IPV Training and Assessment Course (one day duration)	No other 12A, 12B & 12C training and assessment	Yes	No
	Successfully completed the 12A/B training and assessment*	Yes	Yes
	Successfully qualified as a 12C Operative	Yes	No
	Successfully qualified as a 12A/12B* & 12C Operative	Yes	Yes
Successfully qualified as a 12C Supervisor**		Yes	Yes

Notes

Where yes is stated on the above matrix suitably qualified operatives will receive a Lantra skills registration card showing their qualification as appropriate to operate on:

- non live lanes only (hard shoulders) or
- live lanes only (driving IPV on 12A/B works) or
- non live and live lanes (hard shoulders and driving IPV on 12A/B works)

* Candidates must have completed unit 3 of the 12A/B logbook

**12C Supervisors do not need to attend the IPV training course as the 12C Supervisors qualification means they can drive a IPV on hard shoulders and live lanes.

NB IPV training does not allow operatives to be part of a mobile lane closure team unless they are suitably qualified to 12C. They can be the trainee member of the convoy if they are working towards their 12C qualification.

3. MCCT

Pre Mobile Carriageway Closure Technique (MCCT) Training Requirements:

All personnel wishing to carry out the roles below (except slip roads), must first successfully complete MCCT Training Module by 31st March 2012, and possess any of the appropriate qualifications listed

Queue Ahead Signboard Vehicles = 12C qualified Operatives

Hard Shoulder Vehicle = 12C Operative, TSCO, IPV (Any), 12A/B Northern Ireland (only) this must be an IPV

Monitor Vehicle = 12 A/B Foreman, TSCO, 12C Supervisor

Block Vehicle (Outside Lane) = 12C Supervisor only. (The MCCT closure is supervised from this vehicle).

Block Vehicle's (Nearside lanes 1, 2 & 3 as appropriate) = 12C Supervisor, IPV Live Lanes.

Slip Roads = 12 A/B Card Holding Operative

Planning = 12C Planning Officer or 12C Supervisor

4. Health and Safety

Although the training courses includes an element of training for health and safety, organisations are reminded of their legal requirements to provide health and safety training for each MLC operatives and MLC supervisors in accordance with the health and safety at work etc act 1974.

The training and assessment of operatives required by this scheme is aimed primarily at technical competence for mobile temporary traffic management. It is intended to provide awareness to carry out work in a safe manner; however, it remains the responsibility of the organisation to determine and implement safe systems of work.

5. 12C Protocol

When organizations are organising training with 12C Training Centres they shall ensure that the training centre is working to (where applicable) "The Quality Protocol for Mobile Lane Closure Training on the Highways Agency's Strategic Road Network". See Lantra website (<http://www.lantra-awards.co.uk/sectorschemes/ssd12c.aspx>)

6. Lantra/Construction Skills Certification Scheme (CSCS) Traffic Management Cards for 12C Mobile Lane Closures

The Lantra card is issued in accordance with this sector scheme document and the Lantra centre specification.

A joint Lantra/CSCS card for 12C Mobile Lane Closures will be available for companies who require a CSCS card to work on sites where there is a requirement for CSCS cards. This card is issued in addition to the Lantra card and will only be issued to operatives who are qualified to sector schemes 12C or who are working to completion. In addition operatives will need to complete the Highways touch screen test before applying for the Lantra/CSCS card.

If you are required to hold a CSCS card in addition to the Lantra card please contact Lantra for an application pack.

6. Construction Skills Register (CSR) – Northern Ireland Only

Please contact Lantra for full details on how the CSR card applies in Northern Ireland.

7. Contact Information

For further details on the above training route and a full list of training and assessment centres please contact:

Lantra, Lantra House, Stoneleigh Park, Coventry, Warwickshire, CV8 2LG
Tel: 02476 419703 (Customer Service Team) Fax: 02476 411655

Email: sector.schemes@lantra-awards.co.uk www.lantra-awards.co.uk

APPENDIX C1A: SAMPLE OF CERTIFICATE

Below is a sample of the certificate issued to candidates on successful completion of the operatives and supervisors training courses. NB These certificates are only issued as confirmation of successful completion of the training element for 12C qualification the candidate must successfully complete the assessments in the logbook and hold a Lantra card which confirms they are fully qualified in accordance with this Sector Scheme. The certificates are only valid for two years from date of issue.



Certificate of Attendance

I M SAMPLE

Has completed training in

Traffic Management confirming to the Sector Scheme Document
12C for Mobile Lane Closure Traffic Management on Motorways
and Other Dual Carriageways

Course Type	Operative
Course Duration	2 days
Date	01/01/2007
Instructor	

This certificate proves the holder has achieved the training course
requirement of 12C and is working towards full qualification

Robert Tabor
Responsible Officer

Valerie Owen OBE
Chair

This certificate expires 2 years from the
date of training

Certificate Number: 39538(1)

Lantra Lantra House Stoneleigh Park Coventry CV8 2LG

APPENDIX C1B: SAMPLE OF CARDS

Below is a sample of the card issued to candidates on successful completion of the 12C qualification. The holder of this card has completed both the training and assessments parts required to be recognised as a skilled worker.



TEMPORARY TRAFFIC MANAGEMENT (NHSS 12)		1234/5
Course	Original	Expiry
12a TMO	25/10/2002	25/10/2012
12a Foreman	25/10/2002	25/12/2012
12c Operative	25/04/2003	25/04/2013

This card is issued by & remains the property of Lantra Awards

Lantra Awards, Lantra House, Stoneleigh Park, Coventry
Warwickshire, CV8 2LG Tel 02476 419703; Fax 02476411655

TRAFFIC MANAGEMENT REGISTRATION SCHEME

This certifies that



I M SAMPLE

Has successfully completed
the Highways Agency
approved course/s stated
overleaf

Reg No: **AAAAA00**



Keep your skills current
.... with Lantra Awards

TRAFFIC MANAGEMENT REGISTRATION SCHEME

AAAAA00

The card holder has achieved competence in the following:

Category	Date Achieved	Update Achieved
12A GENERAL OPERATIVE	28/05/2003	
12B GENERAL OPERATIVE	28/05/2003	
12C OPERATIVE	22/08/2005	

Dual carriageways with or without hard shoulders
and motorways

Expiry Date	12A/B: 28/05/2008 12C: 22/08/2010
----------------	--------------------------------------

This card is issued by and remains
the property of Lantra Awards

Lantra Awards, Lantra House, Stoneleigh Park, Coventry, Warwickshire,
CV8 2LG Telephone: 0247 641 9703 Fax: 0247 641 1655

APPENDIX C2 ADVICE ON ACTION TO BE TAKEN REGARDING FRAUDULENT CARDS

The following notice has been issued by Lantra

NOTICE

LANTRA FRAUDULENT CARDS

SUGGESTED ACTION BY ORGANIZATIONS STAFF



If you are in doubt of the authenticity, on being presented with a suspect Lantra card (check logo, print quality, colour, layout, spelling, likeness of photograph):

1. Call a member of the Lantra Customer Service Team 02476 419703. A member of the Customer Service Team will help you confirm your suspicions or otherwise.
2. Do not accept photocopy or email version, ask to see the actual card
3. If the card appears to be fraudulent, if possible, take possession of card:
 - Make photocopies of front and back
 - Record cardholder's name and address
 - Ask cardholder where the card was obtained from
 - Call the local police and report the matter
 - Refuse access to site (subject to company rules).
4. Forward copies of all evidence to Lantra, Lantra House, Stoneleigh Park, Stoneleigh, Nr Coventry, CV8 2LG; on the enclosed paperwork state the heading "SUSPECTED FRAUDULENT CARD" with any crime number given by local police.
5. Lantra will fully support any prosecution with technical and factual evidence.

Thank you for helping to maintain the integrity of Lantra.

APPENDIX D: SAMPLE REGISTER OF DESIGNATED MLC OPERATIVES AND MLC SUPERVISORS

MLC OPERATIVE'S COMPANY:

Operative/Supervisor's Name

Certification Number:

NI Number

Training (Date passed or undertaken, as appropriate)			Competency Categories of Mobile TM Achieved (With dates achieved and card issued)			Training Provider/ Assessor
Company Induction H&S Training	CITB Touch Screen Test	Refresher Training and Other	Cat 1 Dual C/W (without hard shoulders)	Cat 2 M/W and Dual C/W (with full width hard shoulders)	Cat 3 Full registration to Cat 1 and 2	

APPENDIX E: REQUIREMENTS FOR MONITORING AND MEASURING DEVICES

NOT USED

APPENDIX F: CERTIFICATION BODIES ACCREDITED FOR MOBILE LANE CLOSURES

Information on current certification bodies accredited against this scheme can be found on the UKAS website www.ukas.com. To identify the certification bodies on the website:

- place the cursor onto 'about accreditation' in top grey menu bar
- move down to 'accredited bodies'
- move across to 'certification body ' and left click on this to take you to the list of schedules
- move down past 'key abbreviations' to 'search within the schedules' - click on 'search UKAS'
- type 'Highway Sector Scheme No 12C' in the box and click on 'search UKAS documents'
- left click 'search'
- This then lists the certification bodies who are accredited and their details can be found by clicking on the appropriate links.

Note: Advice on the accreditation status of certification bodies to assess MLC traffic management companies against this sector scheme should be sought from UKAS (Tel 0208 917 8400).

APPENDIX G: THE ROLE OF THE CERTIFICATION BODIES AND ASSESSOR COMPETENCE

1. Role of Certification Bodies

- 1.1. The independent assessment of conformity of Organizations to the requirements of ISO9001:2008 and the additional requirements required by this SSD relies upon the Assessment expertise, competence and capability of accredited certification bodies.
- 1.2. The Certification Body role is to ensure, through assessment that Organizations have Management systems in place which address the enhanced ISO9001:2008 requirements detailed in this SSD.

2. Certification Body Accreditation

- 2.1. To ensure consistency and to demonstrate independent capability Certification Bodies are required to be accredited against the requirements of EN450012/ISO Guide 62 by the United Kingdom Accreditation Service (UKAS) or an equivalent International Accreditation Forum (IAF) member for assessment and registration of ISO9001:2008 quality management systems interpreted in accordance with this NHSS.

NB 15 September 2008 Certification Bodies will be assessed against the requirements of BS EN ISO 17021-1:2006

3. Assessor and Assessment Team Competence.

- 3.1. The Certification Body must be able to demonstrate to UKAS that it possesses and can maintain the necessary assessor experience and technical understanding in the products covered in the scope of this Sector Scheme. These assessment areas include, but not be limited to the following:
 - i) knowledge, understanding and application of this SSD
 - ii) knowledge of the supply and installation in the MLC industry, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. Typically this would include knowledge of Chapter 8 of the traffic signs manual and other associated documents (Conveyance of this knowledge to auditing teams will be determined by the Certification Body and will be audited by UKAS).
 - iii) Maintaining demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the Specification for Highway Works.
 - iv) Ability to demonstrate they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the supply and installation in the MLC techniques.

- 3.2. The Certification Body must also ensure that assessors have sufficient knowledge of health & safety requirements related to temporary traffic management (MLC).
- 3.3 Guidance to Certification Bodies on assessor competence related to this Sector Scheme is given in the Certification Body guidance document – National Highway Sector Scheme Accreditation, Registration and Assessment Guidance for Certification Bodies (when available).
- 3.4 The Certification Body is responsible for ensuring that the assessment teams possess demonstrable expertise in the assessment areas detailed above as they relate to the scope of client activities under assessment.
- 3.5 Minimum assessor qualifications and competence for assessment of this NHSS, which may reside in a single individual or in an assessment team, are as follows:
- i) International Register of Certificated Auditors (IRCA) Registered ISO9001:2008 Lead Auditor qualification or Certification Body equivalent and demonstrable expertise in leading assessment teams.
 - ii knowledge of the supply and installation in the MLC industry, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. Typically this would include knowledge of Chapter 8 of the traffic signs manual and other associated documents (Conveyance of this knowledge to auditing teams will be determined by the Certification Body and will be audited by UKAS).
 - iii) Is able to demonstrate that they have received suitable health and safety training which shall include appreciation of the risks involved in the supply and installation in temporary traffic management (MLC).
 - v) Is able to demonstrate technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the Specification for Highway Works.
 - vi) knowledge, understanding and application of this SSD

4. Conduct of Assessments.

- 4.1. Certification Bodies shall ensure that during a three year certification cycle there is evidence of assessment of all MLC activities covered by the Organization's scope of registration.

5. Format and Content of Registration Certificates.

- 5.1. Certificates of registration issued by Certification Bodies, which include within the scope of registration reference to compliance with this Sector Scheme, shall be in a format and contain the content detailed in Appendix K of this SSD.
- 5.2. The National Highway Sector Scheme Logo shall be included in any Certificate of Registration which has this Sector Scheme detailed in the Scope of Registration. The logo shall only be used and applied in the manner detailed in any conditions of use which may be published from time to time.

6. National Highway Sector Schemes Schedule of Suppliers.

- 6.1. Certification Bodies shall monitor the National Highway Sector Schemes Schedule of Suppliers posted at www.scheduleofsuppliers.com to ensure equivalence between their clients registered to this Sector Scheme and the listed Organizations and reports any discrepancies by email to scheduleofsuppliers@lantra-awards.co.uk.

- 6.2. Certification Bodies shall provide to National Highway Sector Schemes Schedule of Suppliers administrator at Lantra details of registered Organizations whose scope of registration against this Sector Scheme has ceased to be applicable within 10 working days of that situation occurring. The process shall be controlled and documented.

7. Responsibilities and Reporting on Sector Scheme Performance.

- 7.1. Each Certification Body accredited for this Sector Scheme shall provide to the Chairman of the SSACTM a summary report which includes as a minimum:
- a) Observations and comments on the implementation and assessment findings related to the Sector Scheme including any omissions or deficiencies in its scope.
 - b) Recommendations for improving/clarifying the SSD
 - c) Feedback on deficiencies against contract documentation
 - d) A list of Organizations whose scope of registration includes this Sector Scheme for comparison against the Schedule of Suppliers
- 7.2. The report shall be provided at or in the month before each National Highway Sector Scheme Liaison Committee meeting, so that it may be considered during the Group Sessions of the Liaison meeting. It is mandatory that all Certification Bodies are represented at these meetings.
- 7.3. Certification Bodies shall ensure they are all represented by at least one nominated individual (who will represent all Certification Bodies) at Sector Scheme Advisory Committee. This does not preclude other Certification Bodies from attending, as appropriate.

APPENDIX G1: GUIDANCE TO ASSESSORS' AND OTHER AUDITORS' COMPETENCY REQUIREMENTS FOR NATIONAL HIGHWAY SECTOR SCHEMES 12A/B, 12C AND 12D - TEMPORARY TRAFFIC MANAGEMENT

General Information

The certification body group (reporting to the Highways Liaison Committee) has proposed that an e-learning programme for assessors based on the information provided by the individual National Highway Sector Scheme Committees should be made available to third party assessors to enable them to have a fuller appreciation of the particular activities involved in highway construction and maintenance. The information contained in this appendix has been collated by the NHSS committee to provide CB assessors with the background information that is considered appropriate for carrying out an assessment against BS EN ISO 9001 and these NHSS documents. During the development of the Appendices it was realised that this information would also provide useful guidance for first and second party auditors of the system. It is hoped that it will be possible in the near future for access to the e-learning programme to be available to all assessors and auditors; information on this development will be made available through revision issues of the relevant NHSS document posted on the UKAS web-site.

Requirements

In addition to an assessor/auditor having a general appreciation of the requirements and processes required by BS EN ISO 9001:2008, a CB assessor or other auditor should be aware of the following when completing an audit:

A General background to the scheme.

- i) The reasons for development of the National Highway Sector Schemes (NHSS) and this scheme in particular, and for CB assessor's examples of where its absence has caused concern/problems

This is normally contained in the introduction to the scheme, in this instance the schemes (NHSS 12A/B, 12C & 12D) were initially developed by HA, TMCA, MLCCA and other industry stakeholders.

- ii) To whom the scheme applies/field of application

See Scope (section 1) in relevant NHSS document and also guidance provided in Appendix L of NHSS documents 12A/B, 12C & 12D

- iii) Contact details of those that can offer scheme specific assistance

Secretary or Chairman of the Advisory Committee to the Sector Scheme see Introduction and Appendix J1 to the scheme. Information should also be contained in the Organization's quality manual/NHSS documents

- iv) An overview of the highway infrastructure that the scheme applies to

- v) The range of contracts that the scheme can apply to

See Scope in relevant NHSS document i.e. NHSS 12A/B, 12C & 12D (under section 1)

vi) Specific types of works that the scheme applies to

See Scope (section 1) in relevant NHSS document and also Appendix L in NHSS; in this instance applies to temporary traffic management

vii) Definitions and terminology that are particular to the scheme

See section 3 of the NHSSs

viii) Routes to competency of management, supervisors and operatives etc delivering the scheme services

Information/guidance is contained in Appendix C of the documents, however the organization's training administrator should have this information available (assessors should also be aware of training and competency assessment requirements available from Lantra, who should be able to assist).

ix) Overview of important reference documentation applicable to the scheme

Section 2 and Appendix B of the document provides some information.

Knowledge of relevant European and British Standards including best practice documents for temporary traffic management. In particular those relating to product conformity, type testing and their requirements. Familiarity with SHW especially Series 100, and notes for guidance, including when these are updated.

Relationship with other NHSSs and their applicability to this scheme.

Knowledge of processes and their applicability involved in the design, establishment, maintenance and removal of temporary traffic management measures.

B Summary of where the schemes introduce the interpretation of ISO 9001

4. Quality Management System	Interpretation Y/N			Comment
	12A/B	12C	12D	
4.1	N	N	N	<u>Checked annually by the CB Auditors and other Auditors. Check Schedule of Suppliers Website to ensure registration is current. Check that</u>

				<u>Organizations has applied for registration</u>
4.2	-	-	-	
4.2.1	Y	Y	Y	<u>Check quality plan is in place and complies with 7.1. If necessary obtain a copy of the plan as evidence.</u>
4.2.2	N	N	N	
4.2.3	N	Y	Y	<u>Ensure that all required contract specific documents are in place. Seek evidence.</u>
4.2.4	Y	Y	Y	<u>Ensure that all required contract specific documents are in place. Seek evidence.</u>
5. Management Responsibility				
5.1	N	N	N	<u>Check policy document.</u>
5.2	Y	Y	Y	<u>Ensure customer feedback documents are in place on completion of the contract.</u>
5.3	N	Y	N	<u>Ensure objectives are covered in quality plan and/or policies.</u>
5.4	N	N	N	
5.4.1	-	-	-	
5.4.2	-	-	-	
5.5	N	N	N	
5.5.1	-	-	-	<u>Ensure there is an organization plan which covers responsibility/authority in accordance with the requirements of the SSD. Seek evidence. Ensure that personnel with contract specific responsibilities and authorities have been identified and are recorded. Seek evidence.</u>

5.5.2	-	-	-	<u>Ensure that the organization management have appointed a member with the appropriate responsibility and authorities. Seek evidence.</u>
5.5.3	-	-	-	<u>Check internal communication processes have been established.</u>
5.6	Y	Y	-	
5.6.1	-	-	Y	<u>Review copy of annual (or six monthly) management review. Ensure this contains reference to the relevant sector scheme.</u>
5.6.2	-	-	N	
5.6.3	-	-	N	<u>Seek evidence that the output and actions are considered by top management at regular intervals.</u>
6. Resource Management				
6.1	N	N	Y	<u>Ensure contract/tender review is in place.</u>
6.2	-	-	-	
6.2.1	Y	Y	Y	<u>Review copies of training certificates and forward looking training plans. Ensure that these are in accordance with the requirements of the sector scheme documents.</u>
6.2.2	Y	Y	Y	See Appendices C, and D. check personnel are being engaged in line with their qualifications. Check that gang size and composition are compliant.
6.3	N	N	Y	Review facilities and

				process equipment to confirm they are suitable for the scope of registration.
6.4	N	N	Y	In process audit. Checks to include environmental condition records, plant maintenance sheets, access equipment certification and induction records
7. Planning and Product Realization				
7.1	Y	Y	Y	See Appendix A
7.2	-	-	-	
7.2.1	Y	Y	Y	<u>Ensure that the organization has determined all necessary specified statutory and regulatory requirements for contract compliance. This may include supplementary services such as recycling, final disposal, equipment inspection, licensing requirements for driving (HGV), animal including wildlife handling, environmental and sustainability requirements etc.</u>
7.2.2	Y	Y	Y	<u>Ensure contract tender review is in place with an appropriate timescale and assessment of availability of resources.</u>
7.2.3	Y	Y	Y	<u>Check effectiveness of communication arrangements.</u>
7.3	-	-	-	<u>Ensure contract/tender review</u>

				<u>is in place.</u>
7.3.1	Y	Y	Y	<u>Check to ensure that risk and environmental assessments have been undertaken and complied with.</u>
7.3.2	Y	N	Y	
7.3.3	N	N	N	
7.3.4	N	N	N	
7.3.5	N	N	N	
7.3.6	N	N	N	
7.3.7	N	N	N	
7.4	N	Y	N	
7.4.1	-	-	-	<u>Ensure or seek evidence that records are in place. Ensure processes are in place for purchasing of equipment and where appropriate in compliance with other sector schemes.</u>
7.4.2	-	-	-	<u>Seek evidence that purchasing requests are adequate.</u>
7.4.3	-	-	-	<u>Seek evidence that documents are in place.</u>
7.5	-	-	-	
7.5.1	Y	Y	Y	<u>Check as part of in process audit.</u>
7.5.2	Y	N	Y	
7.5.3	N	N	Y	<u>Cover during procedure review and seek evidence that records are in place.</u>
7.5.4	Y	Y	Y	<u>Seek evidence that records are in place.</u>
7.5.5	Y	N	Y	<u>Cover during procedure review.</u>
7.6	N	Y	Y	See Appendix D of Guidance for Safer Temporary Traffic Management
8. Measurement, Analysis and Improvement				
8.1	N	N	N	<u>Review copy of annual management review. Ensure this</u>

				<u>contains continuous improvements to the relevant sector scheme.</u>
8.2	-	-	-	
8.2.1	N	N	N	<u>Seek evidence that organization is meeting customer requirements.</u>
8.2.2	Y	Y	Y	<u>Check internal audits are being carried out and review against non conformities identified.</u>
8.2.3	N	N	Y	<u>Check processes are achieving planned results.</u>
8.2.4	N	N	N	<u>Check that monitoring and measuring process documentation has been implemented in line with the current contract specification. Seek evidence.</u>
8.3	Y	Y	Y	<u>Ensure processes are in place and has been implemented in line with contract specification.</u>
8.4	N	N	N	<u>Check analysis of data has provided information to demonstrate effectiveness of QMS and evaluation of continued improvement.</u>
8.5	-	-	-	<u>Check effectiveness of continued improvement.</u>
8.5.1	N	N	Y	
8.5.2	N	N	N	<u>Seek evidence that documented procedures are in place and operational.</u>
8.5.3	Y	N	N	<u>Seek evidence that documented procedures are in place and operational.</u>

C Overview of Mobile Lane Closure Traffic Management

- 1 safe working practices
- 2 operative/supervisor training and qualifications
- 3 maintain equipment
- 4 public protection
- 5 environment
- 6 testing/inspection/workmanship
- 7 health and safety
- 8 other

C1 – Safe Working Practices

Auditors should be sufficiently competent to make general observations on the effectiveness of the organisation, safety provisions. This may include

Correct Personal Protective Equipment Worn

Equipment approved and suitable for use

Technicians/operatives to be fully aware of their H&S obligations

- must be able to read and understand their job sheet, risk assessment etc; and have appropriate communication skills
- Method Statements/work procedures
- Risk Assessment
- Induction card/skills card

Vehicles/loads are inspected and drivers are qualified

Site visit including assessment of installation (if possible) and techniques verified.

Awareness of relevant H&S legislation as applicable to Mobile Lane Closure Traffic Management.

Aware of current best practice for traffic management measures (including site arrangements).

C2 Training and Qualifications

Auditors should be aware that the people in the organisation will need to

- Have achieved appropriate training and competency modules/NVQ
- Be aware of and understand the system processes and documentation in which they are involved
- Been inducted on specific equipment (by employer)
Or if appropriate (i.e. under training) is supervised by a qualified person
- Aware of and understand the relevant requirements of this NHSS
- Aware of and understand the provisions for implementation of training in the relevant NHSS 12A/B, 12C or 12D any one or more.
- Been inducted on relevant site specific H&S issues (daily if necessary)

Hold relevant skills card and authorisations

C3 Maintain Equipment

Auditors should be aware of the importance of keeping plant and equipment properly maintained

- Operative/supervisor is aware of appropriate legislation requirements
- Maintenance checklists are available and have been completed on a regular (daily, weekly etc) basis

C4 Public Protection

Auditors should be sufficiently competent to make general observations on the effectiveness of the organization's provisions for the protection of the public. This may include

- Operative/supervisor is aware of need to protect public during installation operations
- Operative/supervisor has been trained to carry out a visual site risk assessment to ensure that the public will not be put at risk during installation/maintenance operations
- Where appropriate operative/supervisor is aware of HATO role
- Operatives/supervisors have identification
- The Organization(company) has a complaints procedure in place

(Note Public in this instance includes personnel employed by the customer)

C5 Environment

Auditors should be sufficiently competent to make general observations on the effectiveness of the Organization's provisions in respect of the environment and in particular management of waste and its reduction.

C6 Testing/Inspection/Workmanship

Auditors should be aware of the importance of inspection of the final installation and where appropriate checking the installation to maintain its integrity.

C7 Health and Safety

Assessors/Auditors should be aware of the current Health and Safety Legislation and related legislation, such as CDM regulations, as it applies to the construction and installation of metal bridge parapets (vehicle restraint systems).

APPENDIX H: ORGANIZATION ACCEPTANCE AND GUIDELINES FOR NEW ENTRANTS

1 ORGANIZATION ACCEPTANCE

- 1.1 The Highways Agency, The Welsh Assembly Government, Transport Scotland and the DRD (Northern Ireland), have stated that only those Organizations holding a valid Certificate of Registration within the scope of this Sector Scheme Document or equivalent attestation meet the requirements of Clause 104 and Appendix A of the Specification for Highways Works.
- 1.2 For work carried out on roads managed by other highway authorities' acceptance of the Organization will depend on the requirements of the Contract.

2 GUIDELINES FOR NEW ENTRANTS

These guidelines have been drawn up to provide MLC traffic management companies with a method of entry into the scheme. The guidelines also provide rules by which certification bodies and clients are able to evaluate these companies for compliance and acceptability for carrying out temporary MLC traffic management measures.

- 2.1 Organizations must have the required number of appropriately experienced and qualified MLC operatives, MLC supervisors and staff who meet the requirements of this sector scheme. Organizations will need to demonstrate that the type of vehicles they use/hire meet the requirements of this document, Chap 8 of the Traffic Signs Manual.
- 2.2 Organizations must have applied for registration with a certification body that is accredited by UKAS to audit against the sector scheme. Organizations will have to demonstrate that they have been audited for "office based activities" against the scheme and have received a preliminary certificate from the certification body that they have been successfully assessed. The preliminary certificate will be time limited and valid for no longer than 12 months. Organizations having achieved this status must, at the earliest opportunity, arrange for the certification body to carry out a field assessment in order to complete the certification process.
- 2.3 In the event where delays prevent the certification body in providing the Organization with a certificate of registration, Organizations shall, on request, provide copies of the auditor's full report to the customer/client as evidence of his capability to safely carry out temporary MLC traffic management.

NOTE: "Office based activities" referred to in clause 2.2 above means

- a) having a quality management system in place which meets the requirements of this SSD (and ISO 9001:2008)
- b) having procedures which meet the requirements of this SSD
- c) having the capability to carry out mobile lane closure work
- d) having the required trained personnel*

* Where trained personnel are sub-contracted in they must be holders of the relevant registration card.

APPENDIX J1: FEEDBACK

APPENDIX J1: FEEDBACK ON THIS DOCUMENT

Use of Form Appendix J1:

Any observations, feedback or complaints ***relating to the content of this document or the process described*** herein should be addressed (using the form below) to:

Committee Chairman
Sector Scheme Advisory Committee for Mobile Lane Closure Traffic
Management
C/o UKAS
21 – 47 High Street
Feltham
Middlesex
TW13 4UN
Tel: 0208 917 8400
Fax: 0208 917 8500
Email: info@ukas.com

Issue Identified:

Suggested Action:

Name:
Organization:
Address:

Contact details:

Date:

APPENDIX J2: FEEDBACK TO CERTIFICATION BODIES

Feedback relating to certification matters in respect of alleged deficiencies in the product provided under this scheme should in the first instance be taken up with the Organization. In the event that the matter cannot be satisfactory resolved written complaints should be made to the Organization's certification body, detailing the problem identified. Contact addresses may be obtained by following the procedure given in Appendix F.

Issue Identified:

Organization's Details:

Name:

Address:

Feedback

Name:

Organization:

Address:

Date:

Signed:

Appendix J3: Feedback to Client Bodies on Policing of National Highway Sector Scheme Registration

Feedback relating to policing of National Highway Sector Schemes registration matters in respect of alleged contractual mismanagement/oversights or alleged omissions in contract requirements by client organisations, their management agents or principle contractors where contracts can be or may have been awarded to organisations not registered to this National Highway Sector Scheme, or where contracts are alleged to have omitted requirements for compliance with this National Highway Sector Scheme should be referred back to the client body through an independent third party e.g. a trade association. Details of the alleged mismanagement or omission should as a minimum include the following details

- a) Contract identified

- b)
 - i) Details of omission in contract or

 - ii) Organisation Identified as being awarded the contract or

 - iii) both i) and ii) above

- c) Organisation raising feedback / issue
Name:
Organisation:
Contact details (Address, email address, telephone etc)

- d) Date: Signed:

Highways Agency Roads/Contracts – Route for Feedback

Feedback should be sent by email to
Standards_Feedback&Enquiries@highways.gsi.gov.uk

Other Highway Authorities

Feedback should be sent back to the relevant project manager or head of division responsible for the contract works. Such information or relevant contact details may be available on that highway authority's web-site.

Health and Safety Executive

Concerns about Health and Safety issues should be referred to HSE via HSE's information line 0845 345 0055. Further information is available from HSE's web site (www.hse.gov.uk).

APPENDIX K: THE INTERPRETATION OF CERTIFICATES ISSUED BY CERTIFICATION BODIES

Certification Bodies (CB) issue Certificates of Registration (CoR) in a variety of styles as suits their particular house style. They may consist of a single CoR containing all the requisite information or the CoR may be a standard certificate with appendices or addendum attached providing the full scope of certification (services) and the location(s) where these services are offered by an Organization. In the latter case, the CoR refers to the relevant appendices or addenda, which form an integral part of the certificate.

A valid National Highway Sector Scheme (NHSS) CoR is only issued by a CB accredited by UKAS against the relevant NHSS (See Appendix F of this document) or by a recognised equivalent accreditation body.

As a minimum a valid CoR will contain the following information:

- The scope of registration including specific registration to BS EN ISO 9001:2008 and this NHSS including the scheme title e.g. National Highway Sector Scheme 12C for Mobile Lane Closure Traffic Management on Motorways and other Dual Carriageways.
- The identification of each and every location (depot/area/office) to which the CoR is applicable.
- The services/product offered by the Organization at each location identified on the CoR e.g. NHSS 12C for Mobile Lane Closure Traffic Management on Motorways and other Dual Carriageways.
- Logos for the NHSS, UKAS (or equivalent) and the CB.
- The name and address(es) of the Organization
- The validity of the certificate
- A unique reference number/code
- The signature of a relevant CB official with his name and title

Categories of Work are:

- Dual carriageways without hard shoulders.
- Dual carriageways with hard shoulders

Certification Bodies shall issue these certificates in this format no later than May 2009.

The following are example models for the certification.

Figure 1 shows the scope of registration on the certificate and

Figure 2 shows an example of an Appendix for scope of registration. The italic text in square brackets indicates where specific text would need to be included. Where appropriate the information on location and their respective scopes may be included on the Appendix for scope of registration.

[Figures 3 and 4 show example model certificate and Appendix respectively for this particular scheme. Examples for scheme 12C are

Figure 3 shows the scope of a typical certificate of registration for mobile lane closure traffic management on motorways and other dual carriageways.

Figure 4 shows an Appendix to the certificate of registration for mobile lane closure traffic management on motorways and other dual carriageways]

Figure 1 Example Model Certificate of Registration.

This certificate must be read in conjunction with an Appendix

[Certification Body Name / Logos]

C E R T I F I C A T E O F R E G I S T R A T I O N

[ORGANIZATION NAME]
[Organization Address]
[Town]
[County]
[Post Code]

[Certification Body Name] issues this certificate to the above named company after assessing the company's quality management system and finding it in compliance with **BS EN ISO 9001 : [2008] AND THE FOLLOWING NATIONAL HIGHWAY SECTOR SCHEMES**

For the following scope of registration
[List of appropriate highways related works].
National Highways Sector Schemes
or Scheme number and Title]
or Scheme number and Title]
[Sector Scheme number and Title]

[(Appendix ... details the full scope of registration and Appendix ... details the locations covered by this registration)]

Certificate Number: *[Certificate Number]*
Issue Date *[date]*
Renewal Date *[date]*

Signature

[Name & Title of Certification Body Official]

[Certification Body standard footer: Name / Logo / UKAS Logo/NHSS Logo etc.]

Figure 2 Example Model Appendix

[Certification Body Name / Logos]

APPENDIX

To Certificate Number *[Certificate Number]* Appendix No.*[1]* Page 1 of *[1]*

This Appendix declares the scope of registration of the certificate granted to:

[ORGANIZATION NAME]

[Organization Address]
[Town]
[County]
[Post Code]

Scope of Registration

[List of appropriate highways related activities]
National Highway Sector Schemes
[Sector Scheme Number and Title]
[Sector Scheme Number and Title]
[Sector Scheme Number and Title]

<i>Depot, Regional Office etc</i>	<i>Applicable Sector Scheme(s)</i>	<i>Scope of Registration</i>
<i>[Depot 1 New road, Newtown]</i>	<i>[Sector Scheme Number and title]</i>	<i>[Detailed scope]</i>
	<i>[Sector Scheme Number and title]</i>	<i>[Detailed scope]</i>
<i>[Depot 2 Old Road, Oldtown]</i>	<i>[Sector Scheme Number and title]</i>	<i>[Detailed scope]</i>

[Certification Body standard footer: Name/ Logo/ UKAS Logo/NHSS Logo etc.]

Figure 3 Example Model Certificate of Registration for mobile lane closure traffic management on motorways and other dual carriageways.

[Certification Body Name / Logos]

C E R T I F I C A T E O F R E G I S T R A T I O N

[ORGANIZATION NAME]
[Organization Address]
[Town]
[County]
[Post Code]

[Certification Body Name] issues this certificate to the above named company after assessing the company's quality management system and finding it in compliance with
BS EN ISO 9001 : [2008] AND NATIONAL HIGHWAY SECTOR SCHEME 12C

For the following scope of registration
Mobile lane closure traffic management on motorways and other dual carriageways:

- 12C dual carriageways with hard shoulders
- 12C dual carriageways without hard shoulders

National Highways Sector Schemes

12C- Sector Scheme for mobile lane closure traffic management on motorways and other dual carriageways

Certificate Number: *[Certificate Number]*
Issue Date *[date]*
Renewal Date *[date]*

Signature

[Name & Title of Certification Body Official]

[Certification Body standard footer: Name / Logo / UKAS Logo / NHSS Logo etc.]

Figure 4 Example Model Appendix to Certificate of Registration for mobile lane closure traffic management on motorways and other dual carriageways

[Certification Body Name / Logos]

APPENDIX 01

To Certificate Number *[Certificate Number]* Appendix No. *[1]* Page 1 of *[1]*

This Appendix declares the scope of registration of the certificate granted to:

[ORGANIZATION NAME]

*[Organization Address]
[Town]
[County]
[Post Code]*

Scope of Registration:

The installation, maintenance and removal of mobile lane closure traffic management on motorways and other dual carriageways:

National Highway Sector Schemes

12C– Sector Scheme for mobile lane closure traffic management on motorways and other dual carriageways

Depot, Regional Office etc	Applicable Sector Scheme(s)	Scope of Registration
<i>[Depot 1 New road, Newtown]</i>	<i>Sector Scheme 12C for the Installation of TTM measures</i>	<i>Mobile lane closures on dual c/w with hard shoulders</i>
<i>[Depot 2 Old Road Oldtown]</i>	<i>Sector Scheme 12C for the Installation of TTM measures</i>	<i>Mobile lane closures on dual c/w without hard shoulders</i>

[Certification Body standard footer: Name/ Logo/ UKAS Logo/NHSS Logo etc.]

Appendix L Guidance to Clients

1 General

It is recommended that Clients acknowledge the requirements of this sector scheme as a contract requirement.

This guidance is primarily of relevance to Clients and their supervisory staff.

2. Specific Guidance

2.1. The NHSS for the 12C activity was originally conceived as a document for use by Clients to specify the minimum standards for quality, training and competence of Organizations used by them to carry out 12C activity.

2.2. The implementation of the NHSS and development of training and competency requirements is intended to provide:

- a) A competent workforce able to carry out 12C activity.
- b) Requirements to evaluate risks and develop processes associated with 12C activity and the production of an associated comprehensive quality plan for each contract.

2.3. It is necessary for the Client to ensure that all those involved in carrying out the 12C activity are appropriately trained, skilled and competent, whether or not they are directly employed. The training and assessment of competency schemes described in this SSD are designed to cater for the range of skills within the overall process of the 12C activity.

2.4. Clients and Customers that require confirmation of compliance with the Contract Specification in respect of the supply of services, products or materials should confirm that the quality management system certificate issuer is accredited by UKAS or equivalent and that specific reference is made to relevant NHSS on certificates. (See Appendices F and K respectively)

2.5. For the NHSS to achieve its objectives it is essential that Clients, either directly or via the agents and individuals they employ, ensure that the requirements of this document are complied with. This includes ensuring that sub-contractors employed directly or indirectly, are registered to the NHSS. Supervisory staff must be instructed to carry out spot checks of identification cards.

2.6. The Schedule of Suppliers Management Team have established and manage a schedule of registered companies that have been registered to National Highways Sector Schemes; free access to the schedule is obtained by logging on to the Lantra website www.scheduleofsuppliers.com. However, it should be noted that only those companies that confirm entry onto the schedule to Lantra are listed. The list of all registered suppliers is held by Lantra (if notified); Clients should contact Lantra by email at scheduleofsuppliers@lantra-awards.com to ascertain/check the status of company if it is not listed on the schedule.

3. Road Death Investigations

Attention is drawn to the ACPO Road Death Investigation Manual, which indicates that in the event of a collision or other road incident particularly one where there has been a fatality, the police may ask the relevant highway authority to provide information on the state of the road.

In respect of this National Highway Sector Scheme information that is likely to be sought includes the following:

- a) High level general policy statements
- b) Specific local maintenance policies and standards
- c) Authority procedures
- d) Works records
- e) The quality of systems for traffic management

An Authority may be required to present data to the Police at short notice in case of a fatality on the network. It should ensure that it has, or can obtain, the relevant information from the Contractor.