



National Highway Sector Schemes for Quality Management in Highway Works

12D

For Installing, maintaining and removing temporary
traffic management on rural and urban roads

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DOCUMENT CONTROL

Issue Statement

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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.

January 2007 Revisions

Composition of the Sector Scheme Advisory Committee (SSAC)

Implementation of this Sector Scheme

1. Scope and Application
2. Normative Reference
3. Terms and Definitions
6. Resource Management – 6.2.1, 6.3
7. Planning and Product Realization – 7.2.1, 7.5.1 (iii) (iv) (v), 7.5.2, 7.5.3, 7.6
8. Measurement, Analysis and Improvement – 8.2.1, 8.2.3, 8.5.2, 8.5.3

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Annex A – Introduction, Form 1 and Form 2

Appendix B – initial paragraph, Point 3 & Point 16

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Users of this document are advised to check with UKAS Publications sales whether the document is current (Tel No 0208 917 8454) or alternatively check the UKAS web site (www.ukas.com).

Future amendments will be noted as follows:

Significant Revisions are listed below. Where any changes are made the text has been annotated with the latest date of the revision.

This Sector Scheme is one of the series of NHSSs, which are bespoke integrated management schemes within an ISO 9001:2008 framework that have been developed to interpret BS EN ISO 9001:2008 as it applies to a particular activity/industry within the United Kingdom.”

December 2009 revisions

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EXCLUSION OF LIABILITY AND COPYRIGHT

EXCLUSION OF LIABILITY

The Advisory Committee:

- 1 have and accept no liability whatsoever for any failure of any system or systems assessed under this Sector Scheme Document or for the quality, fitness for purpose, or safety of any product or service which is the 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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COMPOSITION OF THE SECTOR SCHEME ADVISORY COMMITTEE

Full Members

APSE - Association for Public Service Excellence

ADEPT - Association of Directors for Environment, Economy, Planning and Transport

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

EU Skills *

RSTA - Road Surface Treatment Associations (SSD 13A & 13B)

HA - Highways Agency *

HCTA - Highways & Construction Training Association

HSE - Health & Safety Executive

HEA - Highway Electrical Academy (SSD 8)

HSOG - Highway Safety Officers Group

HTMA - Highways Term Maintenance Association

IVR - Institute of Vehicle Recovery (SSD17)

Lantra

Roads Service Northern Ireland

RSMA - Road Safety Markings Association (SSD7)

SCOTS - Society of Chief Officers of Transportation in Scotland

TMCA - Traffic Management Contractors Association (SSD12A, 12B & 12C)

* Liaises with HAUC should include 12D

* Liaises with all other relevant Sector Scheme Committees, Transport Scotland & Welsh Assembly Government

Corresponding Members

Transport Scotland

Welsh Assembly Government

DRD Northern Ireland

DfT - Department for Transport, (Traffic Management)

National Farmers Union (NFU)

MPA - Mineral Products Association (SSD 14 & 16)

BM TRADA Certification Ltd

LRQA - Lloyds Register Quality Assurance Ltd

NQA Limited

QA International Certification Ltd

SGS (UK) Limited

BSI - British Standards Institute

Selection of Certification Body

It is important to note that due to the specific requirements for assessor competence required by this Sector Scheme only certification bodies accredited by UKAS under the guidance of the Technical Expert appointed by the Sector Schemes Technical Committee are permitted to certificate companies to this scheme, 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.

IMPLEMENTATION OF THIS SECTOR SCHEME

Implementation of UKAS 5

- (i) This issue of the SSD is to be implemented immediately from the date of publication on the UKAS website for assessments in accordance with BS EN ISO 9001 latest issue.
- (ii) Assessments against Issue UKAS 4 the previous issue 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

National Highway Sector Schemes (NHSS) are published on the UKAS web site (www.ukas.com) and referenced in Appendix A of Volume 1 of the DfT Manual of Contract Documents for Highway Works - Specification of Highway Works. Where highway work activities are covered by sector schemes, the specification requires that they be carried out only by Organizations registered to the relevant sector scheme.

This Sector Scheme is one of a group of sector schemes dealing with temporary traffic management.

Scheme 12A*	Installing, maintaining and removing static temporary traffic management on motorways and high speed dual carriageways for schemes incorporating contra flow operations and/or temporary road markings
Scheme 12B*	Installing, maintaining and removing static temporary traffic management on motorways and high speed dual carriageways or schemes not incorporating contra flow operations and/or temporary road markings
Scheme 12C	Mobile lane closure temporary traffic management on motorways and other dual carriageways
Scheme 12D	Installing, maintaining and removing temporary traffic management on rural and urban roads

*12A & 12B Combined SSD November 2006

It is acknowledged that a number of accredited Certification Bodies have obtained technical competence to be able to provide quality management systems certification for these Sector Schemes. It has been identified that there is a necessity for these bodies to use a common interpretation of BS EN ISO 9001:2008 with regard to this work sector.

Under the Chairmanship of ADEPT, the Sector Scheme Advisory Committee (SSAC) for Sector Scheme 12D was set up in July 2002. This Sector Scheme Document (SSD) is for use by the United Kingdom Accreditation Service (UKAS) as part of its assessment for Certification Bodies wishing to be accredited in the field of temporary traffic management, and by Certification Bodies for assessing temporary traffic management contractors in rural and urban situations. The SSAC acts in an advisory capacity to UKAS on temporary traffic management issues. Because of the specific requirements for assessor competence required by this Sector Scheme the Sector Scheme Advisory Committee may be asked to nominate a technical expert to assist UKAS in the assessment of Certification Bodies. The composition of the SSAC is given on page 4 of this document.

The SSD is a live document with the committee meeting at least once a year to develop it as appropriate. Those using the document should always ensure that they have the current version of the document.

Any feedback relating to this SSD should be provided in accordance with the procedures detailed in Appendices J1 to J3.

Completed J1 forms should be sent to:

The Chairman
Sector Scheme Advisory Committee for Traffic Management
C/o UKAS
21 - 47 High Street
Feltham
Middlesex, TW13 4UN
Email: info@ukas.com

Completed J2 forms should be sent directly to the relevant Certification Body.

Completed J3 forms should be sent to

Highways Agency Roads/Contracts. 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 authorities web-site.

In using this Sector Scheme users shall use best practice of specifying other relevant National Highway Sector Schemes. This scheme does not replace the requirements of existing Temporary Traffic Management Schemes (12A/12B or 12C) where these are a contractual requirement.

INTERPRETATION OF BS EN ISO 9001 : 2008

1. SCOPE AND APPLICATION

1.1. Scope

This SSD describes the quality management system requirements to be established by Organizations for the installation, maintenance and removal of temporary traffic management on rural and urban roads (excluding mobile lane closure techniques) in respect of “works for road purposes”. This Scheme is therefore applicable to all highways and roads except (a) motorways and (b) dual carriageways with speed limits of 50mph or greater. It includes all temporary traffic control systems for vehicles as well as those for other road users e.g. pedestrians, cyclists and equestrians. The categories open for registration to this scheme are given in Appendix K.

The scheme also provides a national standard of competence for individuals undertaking temporary traffic management on rural and urban roads with the flexibility to be included as part of other relevant sector schemes.

IMPORTANT NOTES

This National Highways Sector Scheme does not replace the requirements of the New Roads & Street Works Act or the equivalent legislation in Northern Ireland for works carried out by utilities. (The minimum qualifications for personnel are defined under the New Roads and Street Works Act. Notwithstanding this road authorities may require greater requirements for temporary traffic management measures than those given in the NRSWA.) The training and assessment associated with this document takes into account the requirements of the Safety at Street Works and Road Works (A Code of Practice) and Chapter 8 of the Traffic Signs Manual as appropriate.

The document interprets the requirements of British Standard BS EN ISO 9001:2008 and should be read in conjunction with that standard.

This document will affect other sector scheme documents and adaptations may need to be made to suit their specific traffic management requirements. However, the requirements of their industry should be detailed within the scope of their individual sector scheme documents. All specific training needs should first be discussed and agreed with the SSD12D Committee prior to inclusion within their individual sector scheme documents.

1.2. Application

1.2.1 General

Organizations wishing to be registered and Certification Bodies wishing to be accredited to this scheme will need to comply with the full interpretation of this Sector Scheme Document.

Organizations registered to other National Highway Sector Schemes, do not necessarily need to be specifically registered to this scheme.

- (a) Where the Organization has a dedicated in-house temporary traffic management division, they must be registered to this scheme.
- (b) Where the Organization does not have a dedicated in-house temporary traffic management division, the Organization needs to assess and identify its requirements for trained and competent temporary traffic management operatives within its workforce. An Organization shall have a written policy on how it determines this need. The Organization's management shall review the contract requirements in order to ascertain the requisite levels of resource needed and as part of the review shall record that such resources will be available throughout the contract period.

The scheme provides training for, and assessment of competence required to work on or near rural or urban roads. Implementation of the specific requirements relevant to the work in hand will be at the discretion of individual employers who are strongly recommended to consider this when carrying out risk assessments in respect of the competency of their workforce and the safety of the general public.

It is the employer's responsibility to ensure the competency of their employees and that their skills and knowledge are maintained. If it is brought to the employers attention that an employee, sub contractor or any person undertaking work on behalf of the employer is not proficient and potentially putting himself and/or the public at risk due to bad practise then the employer should approach their assessment centre and request re assessment of that individuals competency.

It is intended that highway authorities that use the Specification for Highway Works (SHW) as the basic document for procuring highways work will require compliance with ISO 9001:2008 and this Sector Scheme Document. It is recommended that other Highway Authorities should adopt the scheme as a standard requirement.

Note: National Highway Sector Schemes are mandatory for Highway Agency contracts and existing suppliers should demonstrate compliance with the requirements of ISO 9001:2008 and this sector scheme document as part of their continuous improvement within their ISO 9001:2008 registration.

1.2.2. For Organizations registering to this Sector Scheme

Organizations seeking registration under this scheme should ensure that they engage a Certification Body (See Appendix F) specifically accredited to assess against the requirements of this SSD Appendix H gives specific guidance on registration requirements.

1.2.3. For Organizations registered to other National Highway Sector Schemes

For an Organization registered to a National Highway Sector Scheme which requires "12D" type works as part of the specialist activity, it shall not be considered necessary to extend the scope of registration to include registration to this scheme (but see 1.2.1(a) above). The specialist NHSS Organization should give consideration to the level and number of qualified operatives needed to implement "12D" type works for the specialist activity. However, each specialist NHSS Organization must ensure appropriate training and competency assessment as detailed in Appendix C of this document are incorporated into their Quality Management Plan as a requirement and reviewed annually.

Note: Specific training needs as required by other sector schemes should first be discussed and agreed with the SSD12D Committee prior to inclusion within their individual sector scheme documents. (It is anticipated that the relevant NHSS Committees will review relevant requirements applicable to their activities and provide recommendations and guidance in their Sector Scheme Documents in association with this Committee.)

Further guidance for registration is given in Appendix M Guidance for Organizations Registered to another NHSS.

1.2.4. For other Organizations and Individuals

Where it is not a contractual requirement for an organization to be registered in accordance with this SSD then the training, assessment and registration of individuals as detailed in this SSD should still be considered a requirement.

For instance this could apply to occasional or seasonal workers.

Note: The scheme provides training and competency assessment required to work on or near rural or urban roads. Implementation of the specific requirements relevant to the work in hand will be at the discretion of individual employers who are strongly recommended to consider this when carrying out risk assessments in respect of the competency of their workforce and the safety of the general public.

1.2.5. Clients

Temporary Traffic Management (TTM) Operatives, employed by Clients should be trained, assessed and registered in accordance with this scheme (see also 1.2.3 above).

Where a Client holds 3rd Party Certification to ISO 9001:2008 clients should register to this sector scheme.

Requirements for the employment of Organizations or individuals carrying out these activities whether registered to the scheme or not, are specified in Section 7 – Planning and Product Realisation. Clients are advised to pay special attention to these clauses.

Specific guidance for clients is given in Appendix L.

1.2.6. Specifiers, Consultants, and Client's Representative

If confirmation of compliance with the contract specification in respect of the supply of products/materials/services is required, they should confirm the current status of the quality assurance certificate issuer and that specific reference is made to this Sector Scheme Document.

Registered Operatives on successful completion of their training and assessment process are issued with a registration card identifying their areas of competency. The level and status of the card can be confirmed with Lantra (see Appendix C for contact details).

Competency training for managers and Technical Officers is given in Appendix C..

T7 is a mandatory requirement for Technical Officers and the Organization's TTM manager. It is also strongly recommended for all other managers with TTM responsibilities.

2. 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 : 2009 Quality Management Systems – Managing for the sustained success of an organization. A quality management approach..
- Safety at Street Works and Road Works – A Code of Practice (Red Book)
- An Introduction to the Use of Portable Vehicular Signals (Pink Book)
- Chapter 8 of the Traffic Signs Manual

3. 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, (Local Authority or Highways Agency) or Developer.
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.
Contract Specification	<p>The technical requirements of the contract agreement. For example the following may apply:</p> <ul style="list-style-type: none">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 Appendicesiii) The Contract Drawings
Customer	In the context of this document 'Customer' is synonymous with 'Client' and has been retained mainly for consistency with definitions in ISO 9000:2005.
Design Development	Set of processes that transform requirements into specified characteristics or into the specification of a product, process or system. (Ref. ISO 9000 : 2005 3.4.4).
Lantra	Lantra – the appointed Administrator for management and awarding of temporary traffic management qualifications.
Module Achievement	Confirms the successful completion of the training course and assessment criteria as appropriate, i.e. the person is qualified and card carrying.
Moving Works	Works with ongoing movement such as grass cutting, hedge trimming, etc and will also include works that remain static for no more than 15 minutes e.g. gully emptying, street lighting, road marking, etc. (Where contractual requirement stipulate the use of mobile lane closures 12C requirements will apply.)
Moving Works Operative	A person successfully completing Module 1 of the training programme who may undertake moving works operations. This achievement will be recorded with Lantra and a registration card issued.
Organization	The body or individual (see Scope Para. 3) responsible for the installation, maintenance and removal of temporary traffic management measures.
Organization's Manager*	The person named in the Organization's Quality Plan as having managerial responsibility for the temporary traffic management measures. Such persons shall be T7 qualified.

Positive Traffic Control	The use of signs and signals for controlling traffic where clear instructions are provided for example priority signals, stop and go and stop works signs, temporary traffic signals etc
Quality Plan	The document setting out the specific quality practices, resources and sequence of activities relevant to the project (See Appendix A).
Quality System	The Organization's structure, responsibilities, procedures, processes and resources for implementing Quality Management.
Registered Lead Traffic Management Operative (RLTMO)	An operative who will have successfully completed Modules 1, 2 & 6 as a minimum and been issued with a Skills Registration Card by Lantra. To supervise works for convoy working, multiphase traffic signals and dual carriageways the RLTMO shall have successfully completed the appropriate modules and been issued with the relevant skills registration card the Organization is responsible for the appointment of the RLTMO. (See clause 6.2.2 (iv)) Where relevant this person(s) shall be named in the Organizations Contract Specific Quality Plan.
Registered Traffic Management Operative (RTMO)	An operative who will have successfully achieved Modules 1 & 2 as a minimum and been issued with a Skills Registration Card by Lantra. Where relevant the person(s) shall be named in the Organization's Contract Specific Quality Plan.
Skills Registration Card	The card issued by Lantra to signify that the holder has successfully undergone an approved training course and/or module, the card may be used for identification purposes.
Rural & Urban Roads	Roads (other than motorways and dual carriageway with a speed limit of 50mph or greater), the majority of which will be under the control of a Local Authority.
"shall"	"Used to indicate a requirement 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 terminology used in ISO 9001:2008 and ISO 9004:2009".)
"should"	The term "should" is used in this document to indicate recognised means of meeting the requirements of the standard (ISO 9001). An Organization can meet these in an equivalent way provided this can be demonstrated to a Conformity Assessment Body (CAB) (Certification).
Single vehicle working	Work from or with a single vehicle which will be continually moving or stopping at very close intervals (as in Moving works). (Where contractual requirement stipulate the use of mobile lane closures, 12C requirements will apply).
Static Works	Works lasting longer than 15 minutes in one location.

Technical Officer*

The Technical Officer is the person named in the Organization's Contract Specific Quality Plan with the overall responsibility for the planning, installation, modification and removal of temporary traffic management and implementation of the requirements of the Contract Specification.

The Technical Officer must be T7 qualified as a minimum and have obtained other training and assessment modules as appropriate.

Organizations must be able to demonstrate they have recorded that the person has the ability to act in this capacity.

Temporary Traffic Management (TTM)

The deployment of temporary traffic signs (and cones), which may include temporary road markings, traffic delineators and temporary traffic control systems.

Traffic Management Operative (TMO)

This term includes MWO; RTMO and RLTMO as appropriate.

Unregistered Traffic Management Operative

A person who works under the supervision of a RTMO. (Rules on the employment of unregistered traffic management operatives are contained in section 6.2.1 of this Sector Scheme Document)

A person who has attended the appropriate training but has not completed the assessment process is still classed as an unregistered person

Abbreviations

CB	Certification Body
CSCS	Construction Skills Certification Scheme
NHSS	National Highways Sector Scheme
SSAC	Sector Scheme Advisory Committee
SSD	Sector Scheme Document
UKAS	United Kingdom Accreditation Service or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory with a scope which includes this sector scheme.

Note: The terms and definitions given in ISO9000 remain applicable.

4. QUALITY MANAGEMENT SYSTEM REQUIREMENTS

Clause/paragraph numbers in the following sections 4 to 8 inclusive refer to parallel clauses/paragraphs of BS EN ISO 9001: 2008. Where “no specific interpretation” is recorded under a heading this means that the committee did not consider it necessary to provide supplementary interpretation for that clause.

The interpretations given below are to assist in the clarification of the ISO 9000 text for the relevant activity, no inference should be made that ISO 9001 requirements are diluted or deleted because of this interpretation.

Sections 4 to 8 of the document only applies to organizations seeking certification to the Sector Scheme Document.

4.1 General Requirements

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

The Organization shall notify and provide evidence of conformity to this scheme to the Schedule of Suppliers via Lantra (Lantra House, Stoneleigh Park, Coventry, CV8 2LG) and the Secretary of the Sector Scheme of their registration to this scheme immediately following confirmation from the certification body and thereafter annually in April. 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.

4.2.2 Quality Manual – no specific interpretation

4.2.3 Control of Documents

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

1. Correspondence
2. Delivery notes and certification where required (e.g. traffic delineators)
3. Training records/certificates
4. Contract documentation and customer order
5. Instructions to site staff
6. Where appropriate, location and identification of underground and over ground services and structures and name, address, telephone numbers of persons responsible for them,
7. Methods to ensure that the Organization obtains/has access to any amendments to the documents listed in Appendix B as appropriate to the scope of their registration.

4.2.4 Control of Records for the purposes of 12D

In addition to the Organization's own 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. Traffic Management layout records and period in operation (separate report for each layout)
7. Details of materials used - (e.g. equipment list).
8. Details of any accidents (known to the Organization) in or adjacent to the provision of the Traffic Management measures.

Note: There must be an auditable process of document retention which can be clearly identified and traced until the next audit is undertaken or contractual requirements are met.

5 Management Responsibility

5.1 Management Commitment

No specific interpretation.

5.2 Customer Focus

Processes for determining client requirements shall consider the interests of the Client and the product end users, i.e. the general public/travelling public and shall be mindful of the Client's interaction with the end users. This will include processes to minimise disruption to traffic.

5.3 Quality Policy

No specific interpretation.

5.4 Planning

No specific interpretation.

5.5 Responsibility, Authority and Communication

No specific interpretation.

5.6 Management Review

5.6.1 General

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

5.6.2 Review Input

No specific interpretation

5.6.3 Review Output

No specific interpretation

6 Resource Management

6.1 Provision of Resources

Resources provided for temporary traffic management shall be adequate to ensure safe working practices and minimum disruption.

6.2 Human Resources

6.2.1 General

(i) Unregistered Operatives

Whilst under taking traffic management operations, unregistered Operatives shall at all times be directly supervised by an appropriately skilled Skills Registration Card holder on a one to one basis.

This Unregistered Operative may have attended the appropriate training course but has not yet completed the module (assessment process).

(ii) Moving Works Operative (MWO)

MWOs are operatives who have passed T1 as a minimum and can undertake moving works operations with temporary stops of up to 15 minutes.

Although guidance for clients in the employment of MWOs is provided in this document (see Appendix L & N), the responsibility for ensuring safe working practices remains with the operative's employer,

(iii) Registered Traffic Management Operatives (RTMO)

The RTMO must have obtained at least Module 2 and optional Modules 3, 4 & 5 as required.

(iv) Registered Lead Traffic Management Operative (RLTMO)

The RLMTMO must have obtained at least Module 2, Module 6 and optional Modules 3, 4 & 5 as required.

(v) Technical Officer

The Technical Officer is the person named in the Organization's Contract Specific Quality Plan with the overall responsibility for the planning, installation, modification and removal of temporary traffic management and implementation of the requirements of the Contract Specification.

The Technical Officer must be T7 qualified as a minimum.

Organizations must be able to demonstrate they have recorded that the person has the ability to act in this capacity.

Operational Requirements

(vi) (a) Organizations registered to NHSS 12D

An Organization registered to this NHSS shall have processes in place to determine the requisite numbers of RLTMO's, RTMO's and unregistered operative's in order that it can satisfactorily meet contractual requirements and in particular carry out the temporary traffic management operations in a controlled and safe manner. A minimum of 1 RLTMO and 1 RTMO who are direct employees will be required. For larger and more diverse Organizations the minimum numbers will be dependent upon size, work-types, geographical spread, etc. and shall be substantiated on an ongoing basis to the satisfaction of the Certification Body's auditor.

NB Safety at Street works and Road Works a Code of Practice (Red Book) requires that the supervisor is consulted when the situation is beyond the competence of the RTMO on site therefore the RLTMO needs to be located within reasonable travelling distance to be able to respond as appropriate. For the purposes of this scheme the RLTMO is deemed to be the supervisor.

An unregistered operative shall be accompanied by a skills registered card holder on a one to one basis and must not work alone whilst carrying out temporary traffic management duties.

(b) Organizations Registered to Sector Schemes other than NHSS 12A/12B/12C & 12D

Organizations registered to other Sector Schemes will have a workforce compliant to their own SSD requirements. However, they will have to identify personnel within their workforce, or outsource to a TTM Organization, to be responsible for temporary traffic management, in accordance with 12D, as appropriate to the specific need and include this in their quality plan.

(vii) Organization Manager

The person named in the Organization's Quality Plan is having managerial responsibility for the temporary traffic management measures. Such persons shall be T7 qualified.

6.2.2 Competence, awareness and training

(a) Record of Practical Experience

See Appendix C

(b) Training

(i) Training Scheme

All MWOs, TMOs, RTMOs, RLMOs and TOs are required to be trained, assessed and regularly re-qualified in accordance with the scheme. They shall attend and pass the relevant training courses and competency assessments, required by the Sector Scheme, and which are administered by Lantra.

Details of the training scheme approved by the 12D SSAC are listed in Appendix C of this document.

(ii) Skills Registration Cards

A NHSS skills registration card will be issued to candidates by Lantra who have successfully completed the approved training or training and assessment programme. The Skills Registration Card will define the type of traffic management the holder is authorised to undertake and the degree of responsibility that the holder can normally accept. It shall not be valid for any type of TTM that is not defined. The card will be valid for a period of 5 years inclusive of a 6 month renewal period.

All Skills Registration Card holders shall carry their Skills Registration Cards whenever they are working on temporary traffic management schemes. Skills Registration Cards indicate the holder has been assessed and deemed competent. Where certificates are issued these are for continued professional development only and do not provide proof of competency.

Certificates are not acceptable as evidence of competency only a valid skills registration card provides proof of competency.

A completed Lantra Skills Registration form is accepted as evidence in lieu of the card until such time as the operative (learner) is in receipt of the skills card.

(iii) Renewal of Skills registration card

The renewal of a skills registration card has to be made in the 6 months prior to the expiry date.

Those holding a registration card that has expired will be required to complete the whole of the appropriate module before a new registration card will be issued

From the 1st of April 2012 Refresher courses will be available for NHSS 12D T1,M2,M3,M4 & T6. Due to technical requirements of M5 existing skills card holders will be required to undertake the full training course

(c) Awareness of Standards

The Organization shall ensure that Technical Officers and RLTMOs have a working knowledge of the relevant parts of the documents listed in Appendix B of this schedule.

(d) Training Records

The Organization shall maintain a record of TTM training and practical experience. The issue of new or renewed Skills Registration Cards, shall also be recorded by the Organization. A sample Record Form is given in Appendix D.

6.3 Infrastructure

The Organization shall determine, provide and maintain sufficient support services which include those required for temporary traffic signals and automated stop and go systems.

6.4 Work Environment

The work of installing, maintaining and removing temporary traffic management measures, if not managed effectively, can be extremely hazardous the requirements of which are covered by sections of this document.

A risk assessment shall be carried out for the specific site by the Organizations .

This risk assessment should not be confused with the TTM control assessment required to determine the nature of the temporary traffic management measures required to ensure safe working areas for carrying out the Works.

7 Planning and Product Realization

7.1 Planning of Product Realization

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

The Quality Plan shall address all the topics listed in Appendix A of this schedule supplemented by contract specific information.

Planning the work to be performed by TMOs shall be carried out jointly by Client and the organization (see Appendix L). The resulting operational procedures and working practices will constitute part of the Quality Plan and will consider all relevant matters described in Appendix A.

NB Client duties under CDM 2007 require the provision of known information and cooperation and coordination with the principal/main contractor.

7.2 Customer Related Processes

7.2.1 Determination of Requirements related to the Product.

- (i) Safe working methods shall be documented and any deviation from these methods should be agreed with the Client.

A copy of the risk assessment shall be available on site for inspection by the Client's representative.

The Annex to Appendix A gives a typical TTM assessment sheet which may be used to help identify the control measures required.

A temporary traffic management installation shall be inspected, maintained and recorded by a RLTMO or RTMO at least every 4 hours during the on-site working hours. Organizations shall include in their quality plan arrangements for any out of working hours inspections, as identified and required by the site location.

7.2.2 Review of Requirements Relating to the Product

- (i) The Contract Specification shall not be changed without written approval from the Client.
- (ii) The Organization shall carry out a review of the contract requirements. The review procedure shall require the Organization to verify with the Client that the arrangements meet the technical requirements included in the Client's Contract Specification.
- (iii) The Organization shall ensure that suitable and sufficient resources are available to meet contractual requirements.

Where irregularities, inconsistencies or other problems are identified they shall be brought to the attention of the Client for resolution.

This may include liaison with all relevant stake holders in particular the Highway Authority and the Emergency Services

- (iv) Matters of a significant nature identified during the review of the contract requirements shall be considered during the management review and if necessary incorporated into the quality management system.

7.2.3 Customer Communication (of Registration)

The Organization shall have a process in place to notify Lantra of its registration status in respect of this NHSS, within 14 days of gaining registration to this scheme and thereafter annually in April.

7.3 Design and Development

7.3.1 Design and Development Planning

Where traffic management system design or development is undertaken the Quality Plan shall identify the personnel involved with their qualifications/experience appropriate for temporary traffic management design (minimum T7). This shall include those involved with design verification and approval. The TTM assessment (see Annex to Appendix A) will provide the basic parameters for the design of the traffic management system.

7.3.2 Design and Development Inputs

- (i) The design process shall incorporate the principles of Chapter 8 and meet the requirements of the code of practice (Red Book).
- (ii) Records of design inputs shall identify sources of information such as traffic flows and carriageway widths, e.g. TTM assessment parameters.

7.3.3 Design and Development Outputs

No specific interpretation

7.3.4 Design and Development Review

No specific interpretation

7.3.5 Design and Development Verification

No specific interpretation

7.3.6 Design and Development Validation

No specific interpretation

7.3.7 Control of Design and Development Changes

No specific interpretation

7.4 Purchasing

No specific interpretation.

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

- (i) The Organization shall produce method statements for the installation, maintenance and removal of traffic management arrangements. These shall be submitted to the Client's representative for acceptance or approval as appropriate.
- (ii) 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.
- (iii) The Organization shall appoint RLTMOs as appropriate who shall be responsible for the installation, maintenance and removal of the temporary traffic management measures. The appointed RLTMOs shall be included in the Organization's Contract Specific Quality Plan as having the responsibility, training and experience to manage temporary traffic management situations as appropriate to meet the requirements of the Contract Specification.
- (iv) General maintenance shall be supervised by a suitably registered skills card holder who will be on site. All equipment must be maintained in the proper position and kept clean. Damaged equipment must be replaced within a time scale agreed by the Client. A suitably registered RTMO or RLTMO shall be contactable at all times.
- (v) The RLTMO or Technical Officer shall report to the Client on the outcome and adjustments necessary following unexpected interruption to traffic flow, accidents or other incidents, and their resulting corrective actions.

7.5.2 Validation of Processes for Production and Service Provision

Works orders, risk assessment and temporary traffic management plans for the installation, maintenance and removal of the temporary traffic management measures shall be agreed by the organization and client and retained for 6 years. They will also be submitted to the Client if requested.

7.5.3 Identification and Traceability

There must be an auditable process of document retention which can be clearly identified and traced.

7.5.4 Customer Property

The quality management system shall include a procedure if materials are supplied by the Customer or the Client.

7.5.5 Preservation of Product

All Temporary Traffic Management Materials, Plant and Equipment must be fit for purpose as defined in Chapter 8 and The Code of Practice (Red Book).

7.6 Control of Monitoring and Measuring Devices

Items requiring monitoring and measurement include temporary traffic signals and automated stop and go systems.

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

This includes the ongoing impact of the temporary traffic management arrangements including congestion and traffic flows

8.2.4 Monitoring and Measurement of Product

No specific interpretation

8.3 Control of Non-conforming Product

Non-conforming component parts for TTM schemes shall not be used unless written approval has been received from the Client.

8.4 Analysis of Data

No specific interpretation.

8.5 Improvement

8.5.1 Continual Improvement

The corrective and preventative action processes shall include analysis of incidents and occurrences. Consideration should be given to accident statistics and near miss reporting.

8.5.2 Corrective Action

No specific interpretation.

8.5.3 Preventive Action

No specific interpretation.

APPENDIX A: REQUIREMENTS FOR QUALITY PLANS

1. General Requirements

- a) Definition of the product to be provided.
- b) The structure of the Organization, describing the line of command and stating, as appropriate, the names of the following:
 - Organization's Manager responsible for the contracted work
 - Technical Officer
 - Traffic Management Design/Development personnel
 - Registered Lead Traffic Management Operative(s)
 - Other Registered Traffic Management Operatives involved with the work
 - TM Module 1 Operative
- c) Identification of the relevant parts of the Organization's quality manual relevant to the product or service being provided.
- d) The control of personnel selection including special requirements for skilled personnel e.g. training of site staff.
- e) Programme of work, including submission of method statements (incorporating health and safety measures) for the installation, maintenance and removal of temporary traffic management measures.
- f) The Client's/Customer's details including nominated Quality Manager, project manager and/or other representatives through whom communication is to be made throughout the contract.
- g) Environmental assessment

2. Contract Specific Statements

Contract specific statements are required for the following:

- a) Liaison arrangements with the Highway Authority and the Police and other emergency services, including, for example, working hour restrictions, road space booking, unexpected increase in traffic flows, permissions required and notice requirements.
- b) Submission for examination by the Client's representative of:
 - certificates of registration for conformity against this scheme
 - copies of the TMO's Skills Registration Cards and training certificates
 - and the up to date register of TMO's employed which, shall be maintained, by the Organization.
- c) Receipt and examination of certificates of registration and test results for materials used.
- d) Provision, handling, installation, and storage of traffic management equipment on site, including maintenance and details of spare equipment.
- e) Details and control of Quality records.
- f) Method statements for installation, maintenance and removal of Temporary Traffic Management measures including:
 - detailed drawing(s) to be supplied if required, this requirement may be time specific;
 -

- checking regime to validate that the temporary traffic management systems have been correctly installed and that signage is in accordance with the drawings, specification and statutory requirements;
 - site specific risk assessments detailing the agreed measures for traffic control including parameters such as different weather conditions, speed limits, traffic/pedestrian counts, road/footway widths, street lighting, traffic signs, junctions, sight lines, parking restrictions or Temporary Traffic Regulation Orders affecting the works. (See Annex A to this Appendix for an example of a TTM assessment)
 - equipment requirements and control where positive traffic control is being used.
 - Details of the vehicles and communication system to be used where convoy working is being used.
 - any process of how modification or changes will be made to the installation/layout during the currency of the works
- g) Detail of the control of non-conforming products.
- h) Reference to any requirements given in Appendix 1/24 to the Specification for Highway Works or equivalent documentation.

ANNEX A TTM ASSESSMENT

Introduction

Form 1 of this Annex is intended as an example of a site specific TTM assessment, this is not comprehensive and is open to the judgement of the individual completing it. Using this document or similar will provide evidence that appropriate measures have been considered for the most appropriate form of temporary traffic management.

This form has been developed for use for routine highway maintenance work with the intention that the first person on site completes the TTM assessment. In many instances this will be a client officer whilst marking up.

Form 1 should accompany the works order identifying the minimum TTM requirements for each site. This will ensure sufficient allocation and planning of resources prior to the TTM being installed. On arrival the operative's site assessment will review the method of TTM defined on the form and if necessary may upgrade the TTM but not install to a lesser standard.

For major maintenance projects requiring a specific TTM plan completion of Form 2 may assist both designers and principal contractors with the identification of suitable TTM requirements.

Prior to work commencing agreement must be reached between the Highway Authority and the TTM Contractor of the necessary temporary traffic management arrangements.

Whilst this specifically identifies the appropriate TTM requirement there may be other site specific information required by CDM in addition to this form. Such as location of overhead cables, location of schools, public buildings, and other local factors etc.

See Sample form/s overleaf

Form One (Sample)

ANNEX A - Temporary Traffic Management Assessment Sheet

Date


Time of Traffic Count

Location

Road No.

Works Order

Name



1,1 Existing Carriageway Conditions

Road Speed	<input type="text"/> mph	Carriageway Width	<input type="text"/> m	Traffic Count	<input type="text"/>
No. of Vehicles in 3 minutes					

1,2 Existing Conditions for Pedestrians

Category	Footway Width	Category	Footway Width	Verge	Cycle Way	Pedestrian Count
Urban / Estate	<input type="text"/> m	Rural	<input type="text"/> m	<input type="checkbox"/>	<input type="checkbox"/>	No. of Pedestrians in 3 minutes
						Comment <input type="text"/>

2,1 Remaining width available to Traffic, During Works

Carriageway: **A=** m Footway: **B=** m

Include Materials, Site Machinery, Vehicles in Works Area and Appropriate Safety Zone

3,1 Carriageway Traffic Management

A: Under 3.00m	<input type="checkbox"/>	A: 3.00 to 5.50m	<input type="checkbox"/>	Cars & Light Vans	Lorries & Buses
				A: Over 5.50m	6.75m
				<input type="checkbox"/>	<input type="checkbox"/>

4,1 Pedestrian Routing

	NO	YES	Comment	Duration of works
Give & Take <i>Under 20 vehicles</i>	<input type="checkbox"/>	<input type="checkbox"/>	Limited to 30 mph Max	<input type="text"/>
Priority <i>20 to 42 vehicles</i>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="text"/>
Stop & Go <i>42 to 72 vehicles</i>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="text"/>
Traffic Signals <i>No Limit</i>	<input type="checkbox"/>	<input type="checkbox"/>	2 Way <input type="checkbox"/> 3 Way <input type="checkbox"/> 4 Way <input type="checkbox"/>	<input type="text"/>

Refer to Item 5,1

Road Closure

	NO	YES	Comment	Duration of works
TTRO	<input type="checkbox"/>	<input type="checkbox"/>		<input type="text"/>
Long Delays	<input type="checkbox"/>	<input type="checkbox"/>		<input type="text"/>

Refer to Item 5,1

4,1 Pedestrian Routing (continued)

B: < 1.0m wide

Close Footway and Re-route	NO <input type="checkbox"/>	YES <input type="checkbox"/>	Diversion onto Carriageway	NO <input type="checkbox"/>	YES <input type="checkbox"/>	Go to Item 2,1(A)
Guide Pedestrians	NO <input type="checkbox"/>	YES <input type="checkbox"/>	Divert onto other footway or verge & provide route	<input type="checkbox"/>	<input type="checkbox"/>	

B: > 1.0m wide Signed

5,1 Referral for Decision/Discussion

6,1 Additional information relating to this site is included overleaf, eg. street lighting, traffic signs, proximity of Junctions, sight lines problems, parking restrictions.

NO YES

Form TM/01r1 NOTE: The information contained herein is minimum Guidance on the level of Temporary Traffic Management required

Note 1 – The above information is guidance on the minimum level of Traffic Management required.

Note 2 - In completing the following, further information/remedial actions to minimise risks are to be written in the spaces provided (append additional sheets as necessary).

Form 2 (This sample is intended as guidance only and can be expanded as required)

DETAILS ON THIS PAGE TO BE COMPLETED BY DESIGNER

Health & Safety File Plan provided (see attached) Sketch No: _____			
General Information Surrounding land uses (Nursery, school, hospital, fire station, police station, residential home, day centre, retail area, factories etc): _____			
Working Adjacent/Over Watercourse? Y/N _____		Overhead Services? Y/N _____	
Underground Services Applicable? Y/N _____		Plans and Details provided? _____	
Traffic Sensitive Route? Y/N _____		Working hours restricted to: _____	
Length of Works(m) _____			
Roundabout:	Y/N	Pedestrian Crossing:	Y/N
Road Junction:	Y/N	Parked Cars:	Y/N
Incline:	Y/N	Blind Corner:	Y/N
Hidden Dip:	Y/N	Bus Route:	Y/N
Comments and suggested Actions: _____ _____ _____			
Scheme Specific Risk Assessment is required Design Details on Drawing/Sketch/Bill of Quantities Ref No: _____			
Access/egress for personnel, plant, materials. Any Problems? _____			
Sketch	See separate sheet		

The following section to be completed and signed by Supervising Designer:

Traffic Management Required? Y/N Road Closure Required? Y/N

[If Road Closure required, are Diversion Routes approved & Closure advertised? Y/N]

Regarding Safety Zone *, Are temporary speed limits required? Y/N Advertised? Y/N

Pre-contract Site Visit Required by Contractor before commencing works Y/N
 If yes, details to be completed (see over)

Temporary traffic management plan proposals required from Principal Contractor Y/N

Issue to Principal Contractor (as H&S Plan) Signed..... (Supervising Designer) Date.....

Form 2 continued (Sample)

DETAILS ON THIS PAGE TO BE COMPLETED BY THE PRINCIPAL CONTRACTOR

Following Site Visit:

Any further non-generic Risk Assessments Required? Y/N

Site Specific Method Statement attached Y/N

Designers Measurements of Carriageway Geometry (length & width) checked?
Outcome:

Traffic Management Plan attached: Y/N If yes see attached proposed layout _____

Other: _____
(to include pedestrian safety and management)

Traffic Management Layout Approved Date

Method Statements received from sub-contractor and approved Date

Temporary Road Closure Required (dates confirmed with Designer): Y/N Dates

Contractor arranged to start Works on: Designer
Informed:

Other comments _____

Sketch

The H&S Plan Updated, Signed **(Principal Contractor)**
Date

Updated Version received, and final approval by Supervising Designer/Project Engineer
Signed (Supervising Designer/Project Engineer)
Date

Works issued to site **Signed** **(Principal Contractor)**
Date

Note this form to be issued to sub-contractors carrying out the Works.
Issued to all sub-contractors (if applicable) **Signed** **(Principal Contractor)**
Date

Note this form to be returned to Supervising Designer/Client on completion of Works together with as built drawings/sketches, and record materials used/materials suppliers:

As Built drawings/sketches, materials details/suppliers list, and copy of this form returned to Planning Supervisor/Client.

Signed **(Principal Contractor)**
Date

APPENDIX B: REFERENCE DOCUMENTS

Reference Documents relevant to this Sector Scheme at the date of issue. The main reference documents are:

1. Safety of Street Works and Road Works : A Code of Practice.(Issued under sections 65 and 124 of the New Roads and Street Works Act)

2. Traffic Signs Manual (The Stationary Office), particularly:

Chapter 5 : Road Markings

Chapter 7: The Design of Traffic Signs

Chapter 8: Traffic Safety Measures and Signs for Road Works and Temporary Situations

3. The Traffic Signs Regulations and General Directions 2002, or The Traffic Signs Regulations (Northern Ireland)

BS EN ISO 9000 ; Quality Management Systems – Fundamentals and Vocabulary

BS EN ISO 9001 ; 2008 Quality Management Systems – Requirements

BS EN ISO 9004 : 2009 Quality Management Systems – Managing for the sustained success of an organization. A quality management approach.

BIBLIOGRAPHY

The list is not exhaustive; other documents may be required to fulfil the requirements of the contract and meet legislative requirements. Where applicable, organizations shall ensure that they have or have access to the current edition of the relevant documents including all amendments for the work that they carry out.

1. Manual of Contract Documents for Highway Works: Volume 1

 Specification for Highway Works (SHW), and amendments, in particular:

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 2¹

 Notes for Guidance on the Specification for Highway Works (NGSHW), and amendments, in particular:

Series NG000	Introduction
Series NG100	Preliminaries
Series NG1200	Traffic Signs
Series NG1400	Electrical Work for Road Lighting and Traffic Signs.

3. Design Manual for Roads and Bridges (DMRB) (The Stationery Office)

 TA 61/94 Currency of the Traffic Signs Manual (DMRB Volume 8 Section 2 Part 2)

4. Working Drawings for Traffic Sign Design and Manufacture - Volume 3 (DOT/The Stationery Office) [www.dft.gov.uk/stellent/groups/dft_roads/documents/page/dft_roads_507248pdf]
5. Notes for Guidance for Temporary Traffic Management - (TMCA)
6. Code of Practice for Signing at Surface Dressing Sites – CSS and RSDA
7. RSMA Safety Code of Practice
8. TTM on High Speed Roads – Good Working Practice ISBN 0 9521860 9 8
9. An Introduction to the use of Vehicle Actuated Portable Traffic Signals
10. SI 3053 Road Traffic: The Traffic Signs Temporary Obstructions Regulations
11. 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 (partially replaced – see below)
Part 6	Specification for Retro-reflective and Non-retro-reflective Signs
Part 8	Specification for Traffic Cones and Cylinders

BS 3143	Road danger lamps
Part 2	Specification for Low Intensity Battery Operated Lamps
Part 4	Specification for High Intensity Battery Operated Beacons

BS EN 471	Specification for High Visibility Reflective Clothing
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BS EN 1436	Road marking materials – road marking performance for road users
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BS EN 1463 – 1	Road marking materials – retro-reflective road studs initial performance requirements
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BS EN 1463 – 2	Road marking materials – retro-reflective road studs road test performance specifications
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BS EN 1871	Road marking materials – physical properties
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(Note: The Organization shall use the current reference document and British Standards unless stated otherwise in the Contract Specification)

12. ACPO Road Death Investigation Manual available to download from www.acpo.police.uk/
13. Sector Scheme 9A – ^(01/11) Sector Scheme for the Design, Assembly and/or Provision of Permanent and temporary road traffic signs

NB All web links correct at time of going to press

APPENDIX C: TRAINING AND HEALTH AND SAFETY FOR PERSONNEL WITH TRAFFIC MANAGEMENT RESPONSIBILITIES

1 Training & Assessment

1.1 General

Lantra administers the training and assessment programme for candidates on behalf of the SSAC. Details of Training Providers can be obtained from:

Lantra, Lantra House, Stoneleigh Park, Coventry, Warwickshire, CV8 2LG

Tel: 02476 419703 Fax: 02476 411655

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

www.lantra-awards.co.uk

1.2 Qualifications

The Skills Registration Card carried by the candidate will be endorsed with the level of qualification (see below).

The qualifications have been divided into modules for different types of temporary traffic management as shown in the route map and tables overleaf. This will assist organizations with the identification of personnel having suitable levels of competence to fulfil their job roles.

It is the employers' responsibility to ensure the competency of their employees and that their skills and knowledge are maintained. If it is brought to the employers attention that an employee, sub contractor or any person undertaking work on behalf of the employer is not proficient and potentially putting himself and/or the public at risk. This person should not be permitted to continue working as a Traffic Management Operative

The employer should approach their assessment centre and request re assessment of that individuals competency and or commence training. Competency must be demonstrated prior to allowing them back on site without supervision.

1.2.1 Initial Qualification

Qualification Module 1 to Module 5 (M1 to M5) comprise successful completion of training courses T1 to T5 and the completion of on-site assessments as appropriate. The training element for each module will include a question paper. This will be taken at the end of the training session and marked as PASS or FAIL. Assessments can not commence without the successful completion of the appropriate training course.

Qualifications Training 6 and Training 7 (T6 & T7) require successful completion of the training course and written examination.

NB T6 requires a pre qualification of M1 & M2 as a minimum and M3, M4 or M5 as appropriate. There are no pre requisites for T7.

Summary of the training and assessments are shown in Table C1.

1.2.2 Re Qualification

Re qualification consists of training and knowledge test within the six months prior to the expiry of the qualification. and does not require on site assessment.

T6 operatives

T6 takes precedence over M1 – M4. The expiry date of the card is the T6 expiry date. The requalification for T6 will take in legislative updates for T1 and T2 automatically and T3 and T4 if the T3 and T4 options have been undertaken, therefore automatically requalifying the individual for M1 - M4. . Cards will show all optional modules.

Centres are required to check the individual's qualifications shown on the card prior to registration on the T6 course so that only modules the individual is entitled to are re applied for and shown on the new card.

1.2.3 Moving Works Operative

Section 3 of this document provides the following definitions:

Moving Works	Works with ongoing movement such as grass cutting, hedge trimming, etc and will also include works that remain static for no more than 15 minutes e.g. gully emptying, street lighting, road marking, etc. (Where contractual requirement stipulate the use of mobile lane closures 12C requirements will apply.)
Moving Works Operative (MWO)	A person successfully completing Module T1 of the training programme who may undertake moving works operations. This achievement will be recorded with Lantra and a Skills Registration Card issued.

Where the work exceeds the 15 minute limitation positive Traffic Management will be required to a higher level of competency than that provided by the T1 qualification.

1.2.4 Registered Traffic Management Operative

Section 3 of this document provides the following definitions:

Registered Traffic Management Operative (RTMO)	An operative who will have successfully undergone an approved training course, to Modules 1 & 2 as a minimum, completed the competency assessment and been issued with a Skills Registration Card. Where relevant the person(s) shall be named in the Organization's Contract Specific Quality Plan.
--	--

This qualification provides a basic competency for static works traffic control (Modules 1 & 2) which includes single phase temporary traffic signals and stop/go boards. Additional Modules which extend the RTMOs competency are available for low speed dual carriageways, convoy working and multi phase temporary traffic signals. (Modules 3, 4 & 5 respectively.) The Skills Registration Card will indicate the competency level the operative has attained.

NOTE: For organizations who do not use temporary traffic signals, the assessment of those operative's will not include Unit 7 of M2 (temporary traffic signals) of the logbook. This will be recorded on the operative's registration card as "12D RTMO (M1/M2) without Temporary Traffic Signals". This RTMO will not be able to extend their competencies until they have completed the basic qualification i.e. Unit 7 of M2.

Candidates will have two years from the initial training courses to complete the units within the 12D logbook.

Additional scopes are shown on the Skills Registration Card in the following format:

12D (M3) Dual Carriageways up to 40mph
12D (M4) Convoy Working Operative
12D (M5) Multi Phase Traffic Signals

1.2.5 Registered Lead Traffic Management Operative

Section 3 of this document provides the following definitions:

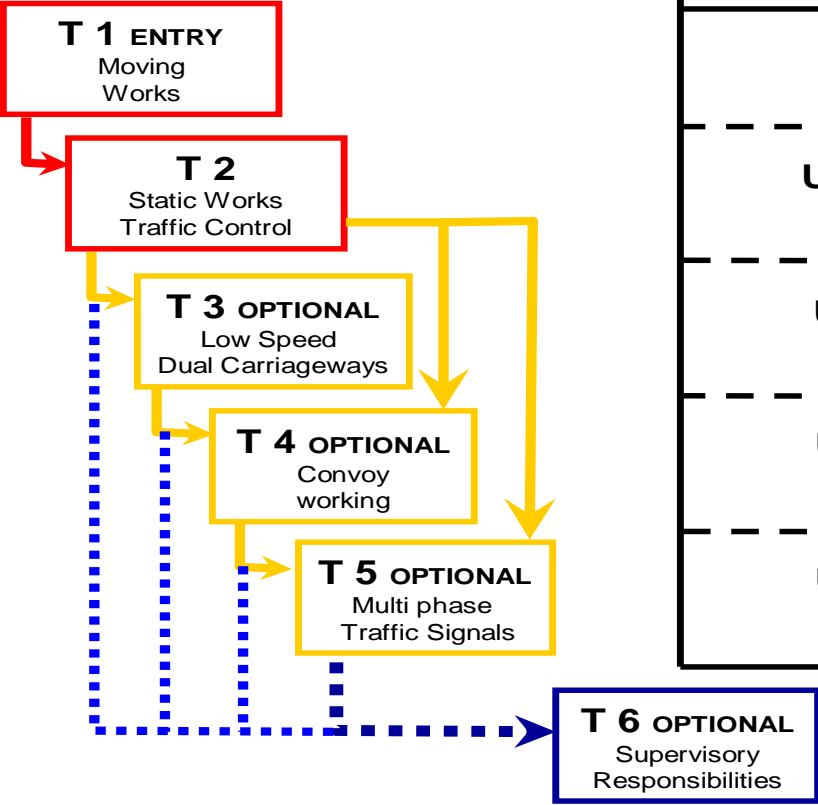
Registered Lead Traffic Management Operative (RLTMO)	An operative who will have successfully undergone an approved training course, to Modules 1, 2 & T6 as a minimum, completed the competency assessment and been issued with a Skills Registration Card. To supervise works for convoy working, multiphase traffic signals and dual carriageways the RLMTTO shall have successfully completed the appropriate training modules and have proven experience of relevant temporary traffic management. The Organization is responsible for the appointment of the RLMTTO.(See clause 6.2.1 (iv))
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This qualification provides a basic supervisory competency for static works traffic control (Modules 1, 2 & T6) which includes single phase temporary traffic signals and stop/go boards. This combination of modules allows an operative to become a RLTMO for basic static works traffic control. Additional Modules which extend the RLTMOs competency are available for low speed dual carriageways, convoy working and multi phase temporary traffic signals. (Modules 3, 4 & 5 respectively.) The Skills Registration Card will indicate the competency level the operative has attained.

NB RLTMO must complete the full training and assessment programme for Modules 1 & 2 including Unit 7 of Module 2.

See over for Table of Operative Route Map

Operative Route Map



Entrant level Assessments	Lantra Award
NIL	Moving Works Operative
Unit 1-9 3 No.	Registered TM Operative
Unit 11 3 No.	<i>Add to</i> Registered TM Operative
Unit 12 1 No.	<i>Add to</i> Registered TM Operative
Unit 13 2 No.	<i>Add to</i> Registered TM Operative
	Registered Lead TM Operative

1.2.6 Managers and Client Officers (T7)

This course is designed for personnel who do not physically set out temporary traffic management but have temporary traffic management responsibilities i.e. Designers, Surveyors, and Inspectors etc.

T7 is a mandatory requirement for Technical Officers and the Organization's TTM manager. It is also strongly recommended for all other managers with TTM responsibilities.

TABLE C1 – SUMMARY OF TRAINING AND ASSESSMENT MODULES

MODULE/ TRAINING	TYPE OF ROAD WORKS	PURPOSE OF COURSE	TRAINING COURSE	SITE ASSESSMENT	REQUALIFICATION TRAINING
M1	Moving Works on Single Carriageways NOT requiring positive traffic control	For candidates requiring MWO status	T1 (0.5 Day) includes Test Paper Note other qualifications may also be required – e.g. equipment competency and environmental awareness	Nil	0.5 day Refresher Course including Test paper
M2	Static works including the use of positive traffic control	For candidates requiring RTMO status	<u>Must do T1 first</u> T2 (0.5 Day) includes Test Paper followed by One day Centre based assessment (Recorded in Log Book)	Units 1 to 9	0.5 day Refresher Course including Test Paper
NOTE: For organizations who do not use temporary traffic signals, the assessment of those operative will not include Unit 7 (temporary traffic signals) of the logbook.					
M3	Dual carriageways restricted to 40 mph or less	Additional qualification for RTMO's (holding Modules 1 & 2)	T3 (1 Day) includes Test Paper Note 1: Module 3 does not include Contra flow works 12AB qualification required. Note 2: holders of 12A Skills Registration Card who have completed module 1 and 2 are automatically qualified.	Unit 11	0.5 day Refresher Course including Test Paper

M4	Convoy Working which includes Dual C/way which are restricted to 40mph or less.	Additional qualification for RTMO's (holding Modules 1 & 2)	T4 (0.5 Day) includes Test Paper Note: For Convoy operations on motorways and high speed dual carriageways the Static TM must be done by 12A/B qualified operatives	Unit 12*	0.5 day Refresher Course including Test Paper
M5	Multi-Phase Traffic Signals	Additional qualification for RTMO's (holding Modules 1 & 2)	T5 (1 day) includes Test Paper and Centre based assessments	Unit 13 One Occasion	0.5 day Refresher Course including Test Paper
T6	All categories of road and type of works covered by 12D.	For RTMO's who are required to become RLTMO's appropriate to their qualification.	T6 (2 day) to include supervisory responsibility for the RLTMO appointment includes two tests, one written and one scenario based .	Nil	T6 takes precedence over M1 – M4. The expiry date of the card is the T6 expiry date. The requalification for T6 would take in legislative updates for T1 and T2 automatically and T3 and T4 if the T3 and T4 options have been undertaken, therefore automatically prequalifying the individual for M1 - M4. . Cards will show all optional modules
T7	All categories of road and type of works covered by 12D.	Managers, Designers, Technical Officers and others who do not erect TM but do have responsibility for it	T7 covers content from Modules 1 – 6 in addition to Client/Principal Contractor Responsibilities. On completion a Skills Registration Card or Certificate will be issued.	Nil	1 Day including Test Papers

Re qualification consists of training and knowledge test within the six months prior to the expiry of the qualification. and does not require on site assessment.

1.3 Test Results:

Pass mark for each test is 75%.

Candidates achieving 70-74% will be allowed to re-sit the test within a period of 2-12 weeks. Candidates achieving under 70% will be required to re-sit the course.

1.4 Assessments – Units of Competence

On completion of the T1/T2 training course to achieve M2 the following assessments must be completed in the 12D Logbook:

- UNIT 1** Site Inspection and completion of Risk Assessment form for site
- UNIT 2** Routine checks on plant and equipment.
- UNIT 3** Selection and loading of traffic management equipment
- UNIT 4** Access to site and conduct on site.
- UNIT 5** Place signs and cones.
- UNIT 6** Stop/Go and Priority Signs
- UNIT 7** Temporary Traffic Signals
- UNIT 8** Maintenance of site
- UNIT 9** Site Clearance

UNIT 10 Not used

NOTE: For organizations who do not use temporary traffic signals, the assessment of those operative will not include Unit 7 (temporary traffic signals) of the logbook. This will be recorded on the operative's registration card as "12D RTMO (M1/M2) without Temporary Traffic Signals". This RTMO will not be able to extend their competencies until they have completed the basic qualification i.e. Unit 7 of M2.

Additional Optional Units

On completion of the training course the following assessments must be recorded in the 12D Operative Logbook

- UNIT 11** Dual Carriageways (Module 3)
- UNIT 12** Convoy working (Module 4)
- UNIT 13** Multi-Phase Signals (Module 5)

1.5 Record of Practical Experience

The Organization shall create and maintain a record of practical TTM experience for each TMO it employs. The record shall include details of the manner in which the individual has obtained practical experience, the suggested requirements are highly recommended as follows:

The Technical Officer should have at least two year's recorded experience of appropriate temporary traffic management measures.

Contractors must advise the Client of the person in their Organization with the responsibility of Technical Officer as defined in this SSD.

A Registered Lead Traffic Management Operative shall have been assessed on the appropriate training programme and should have at least one year's recorded experience of setting up appropriate temporary traffic management measures.

A Registered Traffic Management Operative shall have been assessed on the appropriate training programme and should have at least three month's recorded experience of setting up appropriate temporary traffic management measures.

Unregistered TMOs shall attend relevant TTM 12D training units within 6 months of starting employment on TTM work.

Skills Registration Cards will be issued upon the successful completion of each module. Where a TMO undertakes further training and assessment, then an updated card will be issued upon receipt of the previously issued card.

The Awarding Organisation can make a charge for the issue of the Skills Registration Cards.

2 On-the-job Assessment - Log Books

The candidate must be assessed against the criteria set out in the Sector Scheme Log Book. Copies are available from the awarding organisation.

Before registration appropriate training must have been passed together with successful completion of on the job assessments by an awarding organisation's approved assessor.

3 Appointment of Registered Lead Traffic Management Operatives by an Organization

On completion of the T6 training course candidates will be issued with an RLMO card however formal appointment to that position is the responsibility of the Organization.

4 Health and Safety

Organizations are reminded of the legal requirements to provide health and safety training for all operatives as appropriate in accordance with the Health and Safety at Work Act 1974.

The training and assessment of operatives required by this scheme is aimed primarily at technical competence for temporary 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.

5. Skills Registration Card/Construction Skills Certification Scheme (CSCS) Traffic Management Cards for 12D Temporary Traffic Management

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

A joint Skills Registration /CSCS card for 12D Temporary Traffic Management will be available for operatives of temporary traffic management organizations who require a CSCS card. This card is issued in addition to the Skills Registration Card and will only be issued to operatives who are qualified to

sector schemes 12D Temporary Traffic Management or who are working to completion. In addition operatives will need to complete the Highways touch screen test before applying for the Skills Registration/CSCS card.

If a CSCS card is required in addition to the Skills Registration Card contact the relevant Awarding Organisation.

6. Construction Skills Register (CSR) – Northern Ireland

The CSR card applies in Northern Ireland.

7. TTM training for other NHSS

Where other Sector Schemes require TTM, Organizations registered to those sector schemes should satisfy themselves that operatives have obtained the level of qualification relevant to the activities they are required to undertake.

See Appendix M

APPENDIX C1 SAMPLE CERTIFICATES AND SKILLS CARDS

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 12D qualification the candidate must successfully complete the assessments in the logbook and hold a Skills Registration card which confirms they are fully qualified in accordance with this Sector Scheme. **The certificates are valid for two years from date of issue with the exception of T7 which will require renewal after 5 years. .**



Certificate of Attendance

I M SAMPLE

Has completed training in

Traffic Management conforming to the Sector Scheme Document
12D for Installing, Maintaining and Removing Temporary Traffic
Management on Rural and Urban Roads

Course Type T1 and T2
Course Duration 1 day
Date 01/01/2007
Instructor

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

Robert Tabor
Responsible Officer

Valerie Owen OBE
Chair

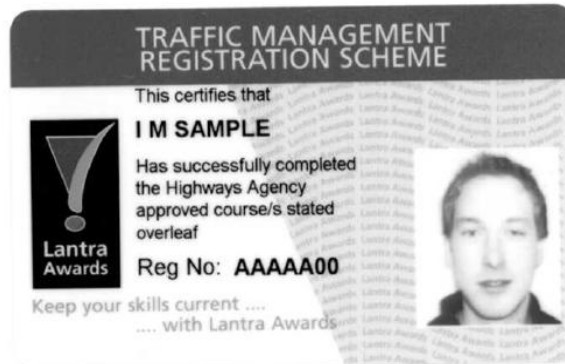
Date of issue : 06 Dec 2011

Certificate Number: 39376(2)


Lantra Lantra House Stoneleigh Park Coventry CV8 2LG

C1B Sample of Skills Cards

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



TRAFFIC MANAGEMENT REGISTRATION SCHEME		48332/2
Course	Original	Expiry
12D (M1/M2) RTMO	05/10/2008	14/10/2015
12D (M3) Dual Carriageways up to 40mph	15/12/2008	15/12/2013
12D (M4) Convoy Working Operative	04/04/2009	04/04/2014
12D (M5) Multi Phase Traffic Signals	23/09/2009	23/09/2014
12D (M6) RLTMO	14/10/2010	14/10/2015
12D (T7) Manager/Client Officer	05/01/2011	05/01/2016

	Lantra Awards retains the right to withdraw this card
	Lantra Awards, Lantra House, Stoneleigh Park, Coventry Warwickshire, CV8 2LG Tel: 02476 419703 Email: Sector.Schemes@Lantra-Awards.co.uk

TRAFFIC MANAGEMENT REGISTRATION SCHEME		AAAAA00
The card holder has achieved competence in the following:		
Category	Date Achieved	Update Achieved
12D Moving Works Operative	01/01/2006	
Expiry Date	12D:01/01/2011	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		

NOTE: An individual's receipt of registration is valid in lieu of a card prior to the individual's receipt of their card. See 6.2

APPENDIX C2 ADVICE TO BE TAKEN REGARDING FRAUDULENT HIGHWAY SECTOR SCHEME REGISTRATION CARDS AND/OR CERTIFICATES

SUGGESTED ACTION BY ORGANIZATIONS

When in doubt of the authenticity, of a skills card or certificates check the logo, print quality, colour, layout, spelling and likeness of photograph:

1. Call a member of the Card's Awarding Organisation (Lantra's Customer Service Team 02476 419703)
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 the relevant Awarding Organisation (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. The Awarding Organisation should support any prosecution with technical and factual evidence.

APPENDIX D: RECORD OF REGISTERED TRAFFIC MANAGEMENT OPERATIVES AND LEAD TRAFFIC MANAGEMENT OPERATIVES –

Not used

APPENDIX E:

Not Used

APPENDIX F: CERTIFICATION BODIES

Information on 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 the top menu bar
- move down to 'accredited bodies'
- move down to "Accredited Bodies" in the grey box' and left click on this to take you to the list of Accredited Bodies schedules
- move down to Certification Body Schedules and left click to take you to the list of certification schedules
- move cursor down past 'key abbreviations' to 'search within the schedules' - click on 'search UKAS'
- move cursor to "Certification Bodies" in the "Search Within" box and left click
- type in "highway sector scheme no XX" including the double inverted commons for example "highway sector scheme no 12D" "
- left click "search"

This should then list the certification bodies who are accredited to the scheme and their details can be found by clicking on the appropriate links.

NOTES:

1. Certification Bodies interested in being accredited by UKAS for this Sector Scheme should contact UKAS.
2. The Certification Bodies listed below are those accredited by UKAS at the time of revising the document. Note that the list does not include Certification Bodies accredited by Bodies deemed equivalent to UKAS.
3. Organizations currently registered to ISO 9001 with an UKAS (or equivalent) accredited certification body that does hold registration to this NHSS may wish to consider the following option. Continuing to be registered with their existing Certification Body but having the interpretation of the NHSS carried out by and in conjunction with an UKAS accredited certification body for this scheme."
4. Advice on the current accreditation status of certification bodies to assess against this document can also be sought from UKAS (Tel 0208 917 8400)

APPENDIX G: THE ROLE OF THE CERTIFICATION BODY AND AUDITOR QUALIFICATIONS

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 National Highway Sector Scheme Document relies upon the assessment expertise, competence and capability of accredited certification bodies.
- 1.2 The Certification Body's role is to ensure, through assessment that organizations have management systems in place which address the enhanced ISO9001:2008 requirements detailed in this Sector Scheme Document.

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 ISO 17021 by the United Kingdom Accreditation Service (UKAS) or an equivalent IAF member for assessment and registration of ISO9001:2008 quality management systems interpreted in accordance with this National Highway Sector Scheme.

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 competence in the categories of temporary traffic management covered in the scope of this Scheme for which it is accredited.
- 3.2 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
- 3.3 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.
- 3.4 Minimum assessor qualifications and competence for assessment of this National Highway Sector Scheme, which may reside in a single individual, or in an assessment team are as follows:
 - IRCA Registered ISO9001:2008 Lead Auditor qualification or Certification Body equivalent and demonstrable expertise in leading assessment teams.
 - ISO9001:2008 assessment experience in temporary traffic management
 - Technical assessment competence in temporary traffic management detailed in paragraph 3.1 above.
 - It is recommended that assessors should pass the CSkills Health & Safety Test (Highways) to obtain a CSCS visitors card.

4. Conduct of Assessments.

- 4.1 Certification Bodies shall ensure that at least a third of the initial and continuing assessment duration is devoted to assessing operational activities at sites and locations where temporary traffic management works covered by the scope of this Scheme are being undertaken.

- 4.2 Certification Bodies shall ensure that during a three year certification cycle there is evidence of assessment of all temporary traffic management activities covered by the Organizations scope of registration.

Certification Bodies shall undertake surveillance visits at intervals of not greater than one a year.

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 Scheme shall be in a format and contain the content detailed in Appendix K of this Sector Scheme Document.

- 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. (See NHSS 0 part 2.2)

6. National Highway Schemes Schedule of Suppliers.

- 6.1 Certification Bodies shall monitor the National Highway Sector Schemes Schedule of Suppliers posted at www.scheduleofsuppliers.co.uk to ensure equivalence between their clients registered to this scheme and the listed Organizations.

- 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 Scheme has ceased to be applicable within 10 working days of that situation occurring.

7. Reporting on Scheme Performance.

- 7.1 The lead Certification Body accredited for this scheme shall provide to the Chairman of the SSACTTM Committee a summary report which includes as a minimum:

- Observations and comments on the implementation and assessment findings related to the Scheme including any omissions or deficiencies in its scope.
- recommendations for improving/clarifying the Sector Scheme Document
- feedback on deficiencies against contract documentation
- a list of organizations whose scope of registration includes this 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.

APPENDIX G1: GUIDANCE TO SCHEME 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/C and D) 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/C/D

- 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 Scopes in relevant NHSS documents i.e. NHSS 12A/B/C and D (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 the Awarding Organisations).

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	12A/B	12C	12D	Comment
	Interpretation Y/N			
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 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 is 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 recors, 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, licencing 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 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 the 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 E
8. Measurement, Analysis and Improvement				

8.1	N	N	N	<u>Review copy of annual management review. Ensure this 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 scheme activity

- 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 organization, 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 and environmental 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 and environmental legislation as applicable to this document

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 organization will need to

- Have achieved appropriate training and competency modules
- Be aware of and understand the system processes and documentation in which they are involved
- Have been inducted on specific equipment (by employer)
Or if appropriate (i.e. under training) is supervised by a qualified person
- Be aware of and understand the relevant requirements of this NHSS
- Be aware of and understand the provisions for implementation of training and competencies in the relevant NHSS 12A/B, 12C or 12D any one or more.
- Have 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 as required.
- 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 HA Traffic Officers role
- All personnel should carry the relevant identification/Skills Cards.
- The Organization(company) has a complaints procedure in place
- All personnel should be aware of the environmental obligations and appropriate risk assessments

(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, check the installation to maintain its integrity and in particular the location of warning signs.

C7 Health and Safety

Auditors should be aware of the requirements of the Health & Safety at Work etc Act 1974 and associated current Health and Safety legislation, such as CDM regulations, as it applies to this sector scheme.

APPENDIX H: ORGANIZATION ACCEPTANCE AND GUIDELINES FOR NEW ENTRANTS

1 Organization Acceptance

- a) For work carried out on roads managed by the Highways Agency, Welsh Assembly Government, Scottish Executive (Transport Scotland) and DRD (Northern Ireland), only those Organizations holding a valid Certificate of Registration for work within the scope of this SSD will be accepted as complying with Clause 104 and Appendix A of the Specification for Highway Works.
- b) 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 organizations with a method of entry into the Scheme. The guidelines also provide rules by which Certification Bodies and Clients are able to evaluate these organizations for compliance and acceptability for carrying out temporary traffic management measures.

- a) Organizations must have sufficient, appropriately experienced and qualified operatives, supervisory staff who meet the requirements of this Sector Scheme. (In respect of qualified TM Operatives a minimum of two registered operatives will meet the requirement.) See Clause 6.2.1 (vii).
- b) 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.
- c) 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 client. The client shall use their own judgement as to whether or not they consider the Organization is capable of fulfilling contractual requirements.
- d) Upon successful registration the Organization shall notify Lantra enclosing a copy of the certificate and scope of registration with this notification

3 Operatives with existing qualifications

Operatives with NHSS 12A /12B qualifications will need to complete 12D training modules as appropriate. With regard to assessments, some of the evidence within the 12A/B logbook may be used as accredited prior learning but this is subject to knowledge checks so that the Assessor can be confident that the candidate is competent.

APPENDIX J1:

FEEDBACK

Any observations or feedback relating to this document or the process described herein may either be:

a) Reported electronically through the Highways Agency's feedback system by email to Standards_Feedback&Enquiries@highways.gsi.gov.uk

or

b) Addressed to the Committee Secretary using the form below

Sector Scheme Advisory Committee for Traffic Management (12D)
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:

Signature

APPENDIX J2: FEEDBACK TO CERTIFICATION BODIES

Any comments concerning 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 satisfactorily resolved, written feedback should be made to the Organization's certification body detailing the problem identified.

Any other comments should be fed back to the Certification Body.

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 organizations, 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) Organization raising feedback / issue
Name:
Organization:
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 authorities web-site.

Health and Safety Executive

In the first instance Health and Safety concerns should be raised with the organization responsible for the activity. Further concerns may 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 12D for Temporary Traffic Management on Rural and Urban Roads
- The registration 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. for NHSS 12D for Temporary Traffic Management on Rural and Urban Roads, static works is an applicable category.
- 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

[Certification Body Name / Logo]

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 Organization after assessing the Organization's quality management system and finding it in compliance with

BS EN ISO 9001:2008 AND NATIONAL HIGHWAY SECTOR SCHEME 12D

For the following scope of registration

The installation, maintenance and removal of temporary traffic management on rural and urban roads in the following categories:

Static works (M2)

Static works plus dual carriageways(M3)

Static works plus convoy working (M4)

Static works plus multiphase traffic signals (M5)

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.]***

The figure below 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.

[Certification Body Name / Logo]

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:

National Highway Sector Scheme 12D

The installation, maintenance and removal of temporary traffic management on rural and urban roads

<i>Depot, Regional Office etc</i>	<i>Applicable Sector Scheme(s)</i>	<i>Scope of Registration Appropriate category</i>
<i>[Depot 1 New Road, Newtown]</i>	<i>Sector Scheme 12D for the installation, maintenance and removal of temporary traffic management on rural and urban roads</i>	<i>Static works (M2) Static works plus dual carriageways (M3) Static works plus convoy working (M4) Static works plus multiphase traffic signals (M5)</i>
<i>[Depot 2 Old Road, Oldtown]</i>	<i>Sector Scheme 12D for the installation, maintenance and removal of temporary traffic management on rural and urban roads</i>	<i>Static Works (M2) Plus Dual Carriageways (M3)</i>

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

APPENDIX L: GUIDANCE FOR CLIENTS/HIGHWAY AUTHORITIES

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

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

- 1 It is necessary for the Client/ Highway Authority to ensure that all those involved in temporary traffic management operations are appropriately qualified, whether or not they are directly employed. The modular training scheme described in this scheme document is designed to cater for the various alternative situations, ranging from the employment of a lone worker cutting hedges to a traffic management contractor for a major highway contract.
- 2 For the Sector Scheme 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 the TTM organizations, employed directly or indirectly as sub-contractors, are registered to the Sector Scheme, and that all TMOs are appropriately trained and skilled however the latter are employed. Supervisory staff must be instructed to carry out spot checks of Skills Registration Cards. The Client/ Highway Authority must always ensure that a detailed risk assessment for the specific site has been undertaken and incorporates an assessment of temporary traffic management requirements as described in the Annex Form 1 to Appendix A.
- 3 Specific attention is drawn to Appendix M which states that it is not intended that organizations registered to another NHSS where TTM is required should also be registered to NHSS12D. ^(01/11) In particular the arrangements between NHSS 12D and NHSS 8 are that NHSS8 has adopted the training requirements of NHSS 12D as set out in the NHSS 8 HE Training Specification courses 302.1 and 302.2; with the competence assessment element being covered in the NHSS 8 / HERS Occupation and Competency Matrices under Found06, as well as under the Highway Electrical N/SVQ's.
- 4 Lantra has established and manages a schedule of registered Organizations that have been registered to National Highways Sector Schemes free access to schedule is obtained by logging on to the [Schedule](#) of Suppliers website www.scheduleofsuppliers.co.uk.
- 5 Road Death Investigation

Attention is drawn to the ACPO Road Death Investigation Manual. Following a fatality, the police may ask the relevant highway authority to provide information on the state of the road.

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 including the results of any test carried out
- e) The quality of systems for traffic management
- f) Skidding resistance testing

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.

APPENDIX M: GUIDANCE FOR ORGANIZATIONS REGISTERED TO ANOTHER NHSS

This guidance is primarily of relevance to National Highway Sector Scheme Committees and those Organizations registered to these schemes. The guidance is designed to enable them to decide how this scheme may be used to provide installation of safe temporary traffic management operations in rural and urban situations as part of their overall execution of works for road purposes. This Appendix should be read in conjunction with Appendix L “GUIDANCE FOR CLIENTS/HIGHWAY AUTHORITIES”.

- 1 National Highway Sector Schemes likely to be directly affected by this document are:

Scheme 2A	General Fencing
Scheme 2B	Vehicle Restraint Systems
Scheme 2C	Environmental Barrier
Scheme 5B	Bridge Parapets
Scheme 7	Road Marking and Road Studs
Scheme 8	The Overseeing and / or Installation and / or Maintenance of Highway Electrical equipment and supporting works
Scheme 12A/B	TTM on Motorways and High Speed Dual Carriageways
Scheme 12C	Mobile Lane Closure
Scheme 13	Surface Treatments
Scheme 16	Asphalt
Scheme 17/17B	Vehicle Recovery
Scheme 18	Landscaping
Scheme 19	Corrosion Protection

- 2 It is necessary for the Organization to ensure that all those involved in temporary traffic management operations are appropriately trained and skilled, whether or not they are directly employed. The modular training scheme described in this scheme document is designed to cater for the various options available, ranging from the employment of a lone worker to a traffic management contractor for a major highway contract.
- 3 It is not intended that Organizations registered under another NHSS should also be registered to SSD 12D, but rather that the NHSS Committee considers the available options and provides appropriate advice to organizations on what they need to do to meet their individual specific requirements and work commitments in respect of temporary traffic management for their field of operations.^(01/11) In particular the arrangements between NHSS 12D and NHSS 8 are that NHSS8 has adopted the training requirements of NHSS 12D as set out in the NHSS 8 HE Training Specification courses 302.1 and 302.2; with the competence assessment element being covered in the NHSS 8 / HERS Occupation and Competency Matrices under Found06, as well as under the Highway Electrical N/SVQ's
- 4 For many operations it may be sufficient for the Organization to ensure that a member of the team is registered appropriately as a RLTMO or RTMO and has successfully undergone the relevant training and competency assessment requirements for the type of temporary traffic management to be implemented. In other instances it may be appropriate for the whole team to have gained qualifications as RLTMOs and/or TMOs in their own right. Only those members of a gang who are responsible for installing, maintaining and removing temporary traffic management will need to be registered for 12D training and assessment. The organization shall include such information in their quality plan.
- 5 For routine Highway maintenance work it is recommended that organizations carry out their own Temporary Traffic Management assessment which may incorporate the use of Annex A attached to Appendix A of this document. This will then provide the basis for agreement of the temporary traffic management need between the client and contractor for each site. Finalised details should be recorded in the quality plan where applicable.

- 6 Where operationally the works are extensive, or are to be carried out on roads other than rural and urban roads, the employment of a specialist TTM contractor to set up and remove TTM measures may need to be considered. This will form part of the organization's and client's risk assessments and be incorporated into the organization's quality plan for carrying out the works.
- 7 For work on motorways and dual carriageways operated by the Highway Agency, it is mandatory for the temporary traffic management measures to be installed, maintained and removed by TTM contractors registered to sector schemes 12A/B . Other highway authorities operating similar roads in the UK may have similar requirements.
- 8 For work on other roads managed by the HA, the Highway Agency requires registered 12D TTM contractors to be employed .
9. A staged approach maybe adopted for the training and accreditation of operatives for organizational compliance to the requirement of this sector scheme. The organization or sector scheme committee must consider the ramifications of any decision taken that a staged approach may have.
10. Other National Highways Sector Schemes affected by the training and assessment requirements of this sector scheme should record their implementation criteria which will reflect the individual industry's ability to accommodate the 12D requirements within their scheme document. Specific competency needs should first be discussed and agreed with the SSD12D Committee prior to inclusion within their individual sector scheme documents.

APPENDIX N: GUIDANCE FOR MOVING WORKS OPERATIVES AND ORGANIZATIONS NOT REGISTERED TO ANOTHER NHSS

This guidance is primarily of relevance to operatives that have successfully attended and passed the basic module (Module 1) described in Appendix C of this document and who undertake moving works operations only and for organizations for whom they may work.

1. It is not intended that these operatives should embrace the sector scheme and be audited against this scheme and ISO 9001:2008, but rather that they heed the need to undertake training to attain a basic understanding and implementation of temporary traffic management on urban and rural roads for their own and other road users safety and become registered as Moving Works Operatives. It is recommended that operatives should carry out their Temporary Traffic Management assessment using the Form 1 included in the Annex to Appendix A.
2. However, it is possible that certain MWOs will be employed by Organizations that are registered to ISO 9001:2008 or have implemented ISO 9001:2008 procedures, in which case the training and Temporary Traffic Management assessments associated with this document should be incorporated into their quality management system. Where the operative is employed by organisations that are not registered or do not have implemented procedures, it is recommended that such organisations adopt the principles of this sector scheme.
3. It is also envisaged that organisations (e.g. local authorities) may contract directly with Moving Works Operatives such as farmers. It is recommended that the operative familiarise themselves with the requirements of this scheme and in particular the guidance contained in Appendix L – Guidance to Clients/Highway Authorities; it is also recommended that clients work within the recommendations contained in this document particularly with respect to assessment of risk.

(Client/Highway Authorities may need to be aware of the standards of other sector schemes.

Training

4. Following completion of Module 1 (see Appendix C), operatives will be issued with a registration card, which will be valid for 5 years. However, the operative will be required to renew it within the 6 months prior to its expiry date.

Information on availability of courses can be obtained from an Awarding Organisation(Lantra tel 02476 419703 www.lantra-awards.co.uk or email info@lantra-awards.co.uk).

Further Information

5. Current versions of National Highway Sector Schemes can be downloaded from the UKAS website www.ukas.com. The documents are in the publications section.