



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CPPCMN3002A Develop a traffic management plan**

**Release: 1**

## **CPPCMN3002A Develop a traffic management plan**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit descriptor**

This unit of competency specifies the outcomes required to design and implement a traffic management plan. It requires the ability to conduct site assessments and client consultations, assess and determine viable recommendations and alternative options, and implement and monitor an approved traffic management plan.

This unit may form part of the licensing requirements for persons engaged in the planning and management of traffic systems in those states and territories where these are regulated activities.

### **Application of the Unit**

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This unit of competency has application in those work roles involving planning and management of traffic systems. Competency requires legal and operational knowledge applicable to relevant sectors of the security industry. The knowledge and skills described in this unit are to be applied within relevant legislative and organisational guidelines.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

## Pre-Requisites

**Prerequisite units** Nil

## Employability Skills Information

**Employability skills** This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine client requirements.	1.1 Applicable <i>legislative</i> and <i>organisational requirements</i> relevant to preparation of <i>traffic management plan</i> are identified, interpreted and complied with.
	1.2 Appropriate communication and <i>interpersonal techniques</i> are used which reflect sensitivity to individual <i>social and cultural differences</i> .
	1.3 Consultative processes are conducted with <i>relevant persons</i> to determine and verify client requirements.
	1.4 <i>Site access and specific site requirements</i> are identified and appropriate arrangements made with relevant persons in accordance with organisational procedures.
	1.5 Inspection and <i>assessment</i> of site is conducted to determine scope of project in accordance with client requirements.
	1.6 <i>Risk assessment</i> is conducted and potential and existing <i>constraints</i> identified and assessed against client requirements.
	1.7 Gathered information and data is interpreted and analysed to identify and <i>confirm viable options</i> for design and implementation of traffic management plan.
2. Develop a traffic management plan.	2.1 Appropriate <i>equipment</i> and industry standard software is used in accordance with manufacturer's recommendations.
	2.2 Traffic management plan is developed and documented in the required style and format.
	2.3 Project stages, activities and deliverables are sequenced and documented.
	2.4 <i>Resource</i> and <i>capacity</i> requirements are costed in accordance with organisational <i>rate schedules</i> , and documented.
	2.5 <i>Factors</i> which may affect capacity of plan to meet client requirements are identified and allowances for contingencies made.
	2.6 Recommendations and alternative options are prioritised and supported by verifiable evidence.
	2.7 Assistance in developing traffic management plan is sought as required from relevant persons.
3. Complete and implement traffic management plan.	3.1 All information is reviewed to ensure accuracy of plan and a detailed budget prepared.
	3.2 Proposed traffic management plan is distributed to relevant persons for <i>feedback</i> .
	3.3 Final traffic management plan is submitted for approval in

**ELEMENT****PERFORMANCE CRITERIA**

- accordance with applicable legislative and regulatory requirements within required timeframes.
- 3.4 Approved traffic management plan is implemented in accordance with client requirements.
- 3.5 Implementation is monitored and assistance or advice provided as required.
- 3.6 Planning and implementation procedures are reviewed based on feedback and areas for improvement identified to support future processes.
- 3.7 Relevant *documentation* is completed and securely maintained in accordance with organisational procedures.

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge and their level required for this unit.

#### Required skills

- analyse traffic management system options and implementation techniques
- apply computer based design technology and industry or government standard design software
- apply reasoning and logical analysis to make decisions and solve problems
- assess client requirements
- assess risks
- comply with applicable legislative and regulatory requirements
- estimate and calculate resources, flow rates, service levels, capacities, percentages, time, measurements and quantities
- interpret plans and drawings, specifications, design briefs, Australian and other appropriate standards, engineering survey information, hydrological data, meteorological data, cultural and heritage data, traffic analysis data
- maintain records and documentation
- prepare budgets
- relate to persons from different social and cultural backgrounds and of varying physical and mental abilities
- research
- review and evaluate project viability and outcomes
- use appropriate technology to design and prepare traffic management plan
- verbal and written communication skills to consult, negotiate, provide and receive feedback, and produce reports and documentation

## REQUIRED SKILLS AND KNOWLEDGE

- work within agreed timeframes and budgetary constraints.

### Required knowledge

- applicable legislative requirements relating to statutory compliance, environmental management, cultural and heritage requirements, quality management, Australian and other relevant standards
- applicable national and state traffic management policies
- budget and resource planning processes
- client privacy and confidentiality requirements
- community profile and demographic trends relevant to traffic management plan
- conflict resolution techniques
- contingency planning
- cost estimation techniques
- design approval requirements and procedures
- documentation layout, format and presentation requirements
- operational techniques and tasks for implementing traffic management systems
- organisational pricing schedules, policies and procedures
- potential hazards, constraints and conditions that may affect traffic management system planning
- principles of effective communication
- principles of road user behaviour
- problem-solving strategies
- reporting requirements and procedures
- requirements for maintaining documentation and records
- risk assessment procedures
- traffic classifications and statistics
- traffic management systems options.

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### **Critical aspects for assessment and evidence required to demonstrate**

A person who demonstrates competency in this unit must be able to provide evidence of:

- complying with applicable legislative and regulatory requirements including codes of practice

- competency in this unit**
- locating and assessing relevant information to establish and meet traffic management and client requirements
  - identifying factors through risk analysis that may affect anticipated project outcomes and making appropriate allowances for contingencies
  - identifying and selecting viable design options that best meet the identified traffic management outcomes
  - calculating costs and estimating resource requirements for inclusion in a detailed budget
  - interpreting project specifications and scope to accurately identify resource requirements
  - collaborating with relevant persons to receive and incorporate feedback and improvements to plan
  - using appropriate communication and interpersonal techniques to clarify and confirm client requirements
  - using appropriate technology to prepare planning documentation.

**Context of and specific resources for assessment**

Context of assessment includes:

- a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.

Resource implications for assessment include:

- access to plain English version of relevant statutes and procedures
- access to a registered provider of assessment services
- access to a suitable venue and equipment
- assessment instruments including personal planner and assessment record book
- work schedules, organisational policies and duty statements.

Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

**Method of assessment**

This unit of competency could be assessed using the following methods of assessment:

- observation of processes and procedures
- questioning of underpinning knowledge and skills.

**Guidance information for assessment**

Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.

Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

- Legislative requirements*** may relate to:
- Australian standards and quality assurance requirements
  - cultural and heritage requirements
  - general 'duty of care' responsibilities
  - licensing or certification requirements
  - planning and development
  - privacy and confidentiality
  - professional indemnity
  - relevant commonwealth, state and territory legislation, codes and national standards for:
    - anti-discrimination
    - cultural and ethnic diversity
    - environmental issues
    - equal employment opportunity
    - industrial relations
    - Occupational Health and Safety (OHS)
    - roads and traffic management
  - relevant industry codes of practice.
- Organisational requirements*** may relate to:
- access and equity policies, principles and practices
  - business and performance plans
  - client service standards
  - code of conduct, code of ethics
  - communication and reporting procedures



- complaint and dispute resolution procedures
- emergency and evacuation procedures
- employer and employee rights and responsibilities
- insurance cover
- OHS policies, procedures and programs
- own role, responsibility and authority
- personal and professional development
- privacy and confidentiality of information
- quality assurance and continuous improvement processes and standards
- resource parameters and procedures
- risk management
- roles, functions and responsibilities of security personnel
- storage and disposal of information.

**Traffic** may be:

- livestock
- pedestrian
- vehicular.

**Traffic management plan** may detail:

- calculations:
  - capacity
  - construction cost estimates
  - construction materials and services quantities
  - level of service
- risk assessment information:
  - design implementation
  - existing conditions
  - maintainability of the plan
  - OHS requirements
- road classifications:
  - arterial
  - collector
  - local
  - non-arterial
- traffic management structures and systems:
  - entry and exit lanes
  - line marking requirements
  - mediums
  - merging lanes
  - roundabouts
  - speed zones
  - traffic barriers

- traffic signals
- traffic speed limits
- warning signs
- vehicle classifications:
  - articulated
  - b-doubles
  - bicycle
  - cars
  - commercial
  - horses
  - motorcycles
  - over dimensional
  - public transport
  - trams.

***Interpersonal***

***techniques*** may involve:

- active listening
- being non-judgemental
- being respectful and non-discriminatory
- constructive feedback
- control of tone of voice and body language
- culturally aware and sensitive use of language and concepts
- demonstrating flexibility and willingness to negotiate
- effective verbal and non-verbal communication
- maintaining professionalism
- providing sufficient time for questions and responses
- reflection and summarising
- two-way interaction
- use of plain English
- use of positive, confident and cooperative language.

***Social and cultural***

***differences*** may relate to:

- dress and personal presentation
- food
- language
- religion
- social conventions
- traditional practices
- values and beliefs.

***Relevant persons*** may include:

- clients
- colleagues
- manager
- police
- security personnel

- state, territory or commonwealth government and roads and traffic authorities.
- Site access and specific site requirements*** may relate to:
- access and egress points, time of access
  - access codes, keys, passes, security clearances
  - building codes and regulations
  - cultural and heritage issues
  - licensing
  - noise control
  - OHS requirements
  - union requirements.
- Assessment*** may involve consideration of:
- all vehicle types eg large, heavy, and articulated
  - all weather conditions
  - environmental requirements eg water quality protection, noise, vibration and waste management
  - geographic factors
  - legislative and regulatory compliance requirements including OHS
  - localities eg metropolitan, urban, regional and rural
  - varying road surfaces eg loose gravel and sealed
  - varying terrain eg flat or steep
  - varying traffic volumes.
- Risk assessment*** may include:
- identifying risks in isolation or as part of a broader risk management strategy and addressing risks such as:
    - damage to property or equipment
    - environmental landscape
    - equipment or system failures
    - financial or economic loss or failure
    - inability to deliver or meet the timelines if selected
    - OHS
    - professional incompetency.
- Constraints*** may relate to:
- financial considerations
  - hazards
  - interest groups
  - peak hour periods
  - politics
  - proximity to schools
  - road closures
  - site access limitations
  - state, territory or commonwealth road authorities
  - topography.
- Confirmation*** may
- conducting a risk assessment of the known and potential hazards

- involve:
- consultation with the client, security personnel, relevant authorities
  - obtaining further site data:
    - constraints and conditions
    - cultural and heritage data
    - survey data.

- Viability** may include consideration of:
- available resources, equipment and supplies
  - client requirements
  - compliance with regulations
  - financial considerations
  - geographic constraints
  - other projects
  - skills required for the provision of services
  - time constraints.

- Options:**
- are assessed on the basis of:
    - efficiency
    - cost effectiveness
    - practicality.

- Equipment** may include:
- computers:
    - database software applications
    - email, Internet, intranet
    - graphical presentation software
    - printers
    - project management software
    - word processing software.

- Resources** may include:
- equipment
  - financial
  - human
  - physical
  - time.

- Capacity** may relate to:
- facilities
  - other priorities
  - personnel expertise
  - resource availability
  - time.

- Rate schedules** may relate to:
- award and enterprise agreements
  - equipment costs
  - installation costs
  - labour rates
  - materials costs

- monitoring costs
  - service costs
  - unit costs.
- Factors** may relate to:
- access to assistance and resources
  - budget constraints
  - competing work demands
  - compliance
  - contractual requirements
  - disputes
  - insurance
  - technology and equipment breakdowns
  - time penalties.
- Feedback** may be gained through:
- participation in meetings and briefings
  - recorded observations on progress of activities
  - regular communication with relevant persons.
- Relevant documentation** may include:
- approval documentation including any special conditions
  - client details and records
  - compliance and insurance requirements
  - contract documentation
  - cost schedules
  - implementation schedules
  - resource requirements
  - specifications and drawings
  - traffic analysis
  - traffic management plan.

## Unit Sector(s)

Unit sector                      Security

## Competency field

Competency field              Common