

# Traffic Controller Accreditation Scheme

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## Approved procedure

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**Queensland** Government  
Queensland Transport  
Main Roads



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## 1.0 Introduction

Persons accredited under the Traffic Controller Accreditation Scheme are authorised by Queensland Transport to control traffic at road worksites where a road closure or part road closure is necessary, and other events where a road closure or part road closure is necessary.

The Traffic Controller Accreditation Scheme is a portfolio initiative led by Queensland Transport. The scheme was introduced on 29 September 2003.

A person must meet strict entry requirements to become a traffic controller. Accreditation is for a period of three years, and traffic controllers must comply with the statutory conditions for appointment which are outlined in the person's instrument of appointment and described in detail in this document – *the Traffic Controller Accreditation Scheme Approved Procedure (TCASAP)*.

Queensland Transport manages the scheme which involves setting the functions and responsibilities for traffic controllers; administering the appointment process for traffic controllers; and the management of the scheme's compliance/enforcement process.

The Department of Main Roads administers the industry training component of the scheme which includes the appointment of approved training providers and the administration of a compliance/audit process for approved trainers. The Department of Main Roads also administers the *Manual of Uniform Traffic Control Devices (MUTCD)*.

### 1.1 Purpose of this document

The purpose of this document is to:

- clarify the roles and responsibilities of traffic controllers
- describe the standards and procedure for traffic controllers entering and leaving the scheme and for maintaining accreditation status
- provide information about the responsibilities of traffic controller employers, road construction site managers, worksite supervisors, approved training providers and road users.

This document also sets out the procedure for the use of the STOP/SLOW signs (R6-8/T7-1) and the *Traffic Controller Ahead/PREPARE TO STOP* sign (T1-Q05) for manual traffic control and for the training of traffic controllers.

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All references to Clause and Diagram numbers refer to those contained in Part 3 of the *Manual of Uniform Traffic Control Devices (Works on Roads)*. The only exception is Figure 1 in Section 3.7 *Approved signals for traffic controllers* which have been prepared in accordance with Section 166 of the *Transport Operations (Road Use Management) Act 1995* and is referred to in schedule 3 of the *Transport Operations (Road Use Management-Accreditation and Other Provisions) Regulation 2005*.

This document should be kept as a reference guide by traffic controllers and employees of traffic controllers, and road construction site managers.

## 1.2 Authority and approvals

This document has been produced under Part 4 Section 22 and Part 6 Section 47 of the *Statutory Instruments Act 1992* and in accordance with the *Transport Operations (Road Use Management) Act 1995* and *Transport Operations (Road Use Management-Accreditation and Other Provisions) Regulation 2005*.

Statutory provisions relevant to traffic controllers include:

### **Transport Operations (Road Use Management) Act 1995**

- Chapter 3 Part 1A (Sections 17A to 19A) – *functions of the chief executive* in relation to approvals – granting, renewing, refusing, amending, suspending and cancelling.
- Chapter 3 Part 2 (Section 21) – *authority* of the chief executive to appoint a person to be an accredited person to perform functions prescribed under a regulation only if satisfied the person has the necessary expertise to be an accredited person to perform the functions.
- Chapter 3 Part 2 (Section 22) – *powers* of an accredited person/limitation of powers.
- Chapter 3 Part 2 (Section 23) – *appointment conditions* of an accredited person.
- Chapter 5 Part 2 (Section 72A) – an official traffic sign must be installed in a way specified by the MUTCD.
- Chapter 5 Part 5 (Section 96) – the chief executive has the power to temporarily prohibit, divert or direct all, or any part of, the traffic in or from any road, and may take any measure and give or cause to be given any direction, signal or order which the chief executive considers necessary or desirable for the safe and effective regulation of traffic in the locality where the road is situated.
- Chapter 6 (Section 166) – official traffic sign approvals

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## **Transport Operations (Road Use Management-Accreditation and Other Provisions) Regulation 2005**

- Part 2 (Sections 4 to 14) – accredited persons generally
- Part 2 (Section 15) – employer’s duty
- Part 2 (Section 16) – only accredited person to be employed or engaged as traffic controller
- Part 2 (Section 17) – powers of an accredited person
- Part 2 (Section 26) – the function of an accredited person who is a traffic controller is to direct traffic in a way stated in the MUTCD, the TCASAP and schedule 3
- Part 2 (Section 27) – necessary expertise for appointment
- Part 2 (Section 28) – a traffic controller must not contravene a condition of the traffic controller’s appointment
- Part 2 (Section 29) – a person who is not a traffic controller must not perform the function of a traffic controller
- Schedule 1 – statutory conditions for appointment as a traffic controller
- Schedule 3 – approved stop, go and slow hand signals for traffic controllers
- Schedule 8 – fee for application for appointment as an accredited traffic controller and fee for application for replacement of identity card

### **1.3 Target group**

This procedure applies to all traffic controllers employed in both the private and the public sector. This procedure does not apply to:

- Authorised Officers – police officers, officers and employees of the public service as appointed by the Chief Executive or other persons described under a regulation (Part 2 of the *Transport Operations (Road Use Management) Act 1995*)
- Escort Vehicle Drivers accredited under Part 2 of the *Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005*
- Queensland Transport School Crossing Supervisors

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- persons who have been directed by a police officer to assist the police to direct or divert traffic
  - State Emergency Service (SES) volunteers working in an emergency or special situation authorised under provisions of the *State Counter Disaster Organisation Act 1975 -1978*
  - Authorised officers under the Ambulance Service Act 1991 and authorised officers under the Fire and Rescue Service Act 1990 including rural fire brigade volunteers conducting fire brigade duties
  - persons employed or volunteering as car park attendants who direct or divert traffic within the car park.

## 1.4 Definitions

Words and phrases that appear in this document are defined below. These definitions are consistent with Queensland Transport legislation.

**Accredited Person** – a person who holds an appointment as an accredited person under Section 21 of the *Transport Operations (Road Use Management) Act 1995*

**Approved Traffic Controller Training Provider** – a person approved by the Department of Main Roads to deliver the Main Roads traffic controller training course. Department of Main Roads requires the person to hold a Certificate IV Assessment and Workplace Training and to have successfully completed the Main Roads traffic controller training course

**Address** – place of residence

**Authorised Officer** – a person who holds an appointment as an authorised officer under Part 2 Section 20 of the *Transport Operations (Road Use Management) Act 1995* (police officer, officers and employees of the public service as appointed by the Chief Executive other persons prescribed under a regulation)

**Bat** – a hand-held device comprising a thin disc supported by a pole attached radially to the edge of the disc. The pole must be a height of 1.8 metres above the ground. The diameter (450mm or 600mm) and surface on both sides of the disc should be suitable for displaying a banner

**Banner** – either a stop banner or a slow banner as prescribed in Part 3 of the *Manual of Uniform Traffic Control Devices (Works on Roads)*

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**Chief Executive** – the Chief Executive of Queensland Transport

**Control station** – the location where the traffic controller has selected to operate

**Daytime** – any time between sunrise and sunset on the same day, providing there is sufficient daylight to see a person or vehicle clearly at a distance of 150 metres

**Disqualifying offence** – an offence against the Criminal Code; or an offence against Section 48 and Part 5, Division 1 of the *Transport Operations (Road Use Management) Act 1995*, or a corresponding law, within five years immediately before an application to be a traffic controller is made; or an offence committed outside Queensland that would be a disqualifying offence if committed in Queensland

**During hours of darkness** – the period between sunset on a day and sunrise on the next day, OR when a person or vehicle in natural light cannot be seen clearly at a distance of 150 metres

**Instrument of appointment** – written notice when granting an appointment

**Left lane** – the lane closest to the shoulder or footpath

**Local Government** – a local council established under the *Local Government Act 1993*

**Medical fitness and suitability** – see Section 5.0 *Entry Requirements*

**MUTCD** – *Manual of Uniform Traffic Control Devices – Part 3* – a reference document administered by the Department of Main Roads outlining principles of signing at road works, describing signs and devices used to effect traffic guidance, planning and designing traffic guidance schemes including the installation, operation and removal of traffic guidance schemes

**Natural person** – see Section 5.0 *Entry Requirements*. An applicant who is an individual person and not a company, corporation or other entity

**Night work** – work occurring during hours of darkness

**Official traffic sign** – a sign, marking, light or device placed or erected to regulate, warn or guide traffic in accordance with the MUTCD

**Police officer** – a person so defined under the *Police Service Administration Act 1990*

**Right lane** – the lane closest to the centre of the roadway

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**Road** –

- a) includes a busway under the *Transport Infrastructure Act 1994*; and
- b) includes an area that is:
  - 1. open to or used by the public and is developed for or has as one of its uses, the driving or riding of motor vehicles, whether on the payment of a fee or otherwise; or
  - 2. dedicated to public use as a road; but
- c) does not include an area declared under regulation not to be a road.

**Roadworks** – any construction, augmentation, alteration, maintenance or demolition on or affecting a road, including ancillary works and encroachments

**Road User** – means a motorist, cyclist or pedestrian including a person in a wheelchair

**TCASAP** – the *Traffic Controller Accreditation Scheme Approved Procedure*

**Traffic** – includes the use by any person of any road or off-street parking area, or the presence of any person, vehicle, tram, train, animal or other movable article or thing whatsoever

**Traffic controller** – a person who holds an appointment as an accredited person under Section 21 of the *Transport Operations (Road Use Management) Act 1995* to perform the functions of a traffic controller as prescribed by the *Transport Operations (Road Use Management - Accreditation and Other Provisions) Regulation 2005*

**Traffic controller employer** – a person or entity who hires or otherwise employs a person to carry out traffic control functions

**Workplace Health and Safety** – obligations as defined under S 28,30,31, & 36 of the *Workplace Health & Safety Act 1995*

**Worksite** – any construction, augmentation, alteration, maintenance or demolition, including ancillary works, or any other event requiring traffic control by traffic controllers

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## 2.0 Functions and responsibilities

### 2.1 Function of a traffic controller

The function of a traffic controller is to direct traffic in a way stated in the MUTCD, this TCASAP and Schedule 3 of the *Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005*.

The traffic controller shall direct traffic at and/or through a worksite or other event in a manner specified in the approved operating procedure for the safety of all road users and road workers.

### 2.2 Responsibilities of a traffic controller

2.2.1 Accredited persons who are traffic controllers are required to operate at the highest standards and to comply with the statutory conditions of their appointment. An accredited traffic controller must not contravene the *Transport Operations (Road Use Management) Act 1995* and must not contravene this TCASAP.

Traffic controllers who contravene the requirements and procedures described in Sections 2, 3 and 4 of the TCASAP may be breached under the *Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005* for failure to comply with a statutory condition of their appointment, and may also have their accreditation amended, suspended or cancelled.

2.2.2 A traffic controller must:

- maintain a zero percent blood/alcohol concentration while performing traffic control functions
- not perform traffic control functions while adversely affected by a drug or other medication causing functional impairment
- not direct traffic through a worksite unless the worksite has an approach speed of 60km/hr or less as required in the manner specified in the *Manual of Uniform Traffic Control Devices – Part 3 (Works on Roads)*
- ensure that the *Traffic Controller Ahead/PREPARE TO STOP* sign is erected correctly and shall direct traffic at and/or through a worksite or other event in a manner specified in the approved operating procedure for traffic outlined in *Section 3.0* of this document

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- only use equipment specified in the *Manual of Uniform Traffic Control Devices – Part 3 (Works on Road)*, to direct or divert traffic through a designated worksite
  - ensure that the *Traffic Controller Ahead/PREPARE TO STOP* sign is erected at the beginning of the shift
  - ensure that the *Traffic Controller Ahead/PREPARE TO STOP* sign is removed when work is suspended throughout a shift or completed for the day.

NOTE: A traffic controller should be familiar with the Workplace Health and Safety Act 1995. The Act sets out the laws about the health and safety requirements affecting some work activities and specified high risk plant. Everyone has a responsibility to care for their own and other's health and safety at workplaces, while carrying out work activities or using specified high risk plant.

2.2.3 To remain a traffic controller a person must:

- carry out the functions of a traffic controller in a manner specified in this procedure
- comply with the, conditions and responsibilities outlined in the relevant Sections of this procedure
- carry their Queensland Transport issued Traffic Controller Accreditation Scheme accreditation identity card at all times while working as a traffic controller
- upon request, present their accreditation identity card to any Police Officer, Queensland Transport Inspector, Queensland Workplace Health and Safety Inspector, Department of Main Roads auditor, Department of Main Roads Safety Officer/Coordinator site supervisor or person in control of the workplace at which the traffic controller is working
- comply with dress code provisions outlined in this procedure
- be polite and courteous at all times when interacting with other road users as part of their duties
- renew their accreditation by the expiry date after having completed an approved traffic controller refresher training course delivered by an approved training provider.

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## 3.0 Approved operating procedure for controlling traffic

### 3.1 Equipment

- 3.1.1 A STOP/SLOW bat measuring 1.8 metres from the ground to the bottom of the STOP/SLOW sign (R6-8/T7-1) shall be used, except when a boom barrier is used.

A Department of Main Roads approved traffic control device may be used in lieu of a STOP/SLOW bat. Such a device shall be operated in accordance with the Department of Main Roads approved procedure for that particular device.

- 3.1.2 A *Traffic Controller Ahead/PREPARE TO STOP* sign (T1-Q05) shall be placed a minimum of 120 metres in advance of the traffic control station or at a distance deemed suitable following an assessment of risk factors (that is, line of sight, poor light/visibility, poor weather conditions).

A short-term works marker, a temporary barrier or a boom barrier may be used to assist the traffic controller.

- 3.1.3 Portable communications equipment may be used to communicate over distances where there is limited clear/unobstructed vision.
- 3.1.4 Any assessment of risk that is required by this Approved Procedure shall be documented and include comment on the risk, probability or likelihood of occurrence, consequences, the treatment to be used to avoid/prevent the consequences, and how the control of the selected treatment and its effectiveness is to be monitored.

### 3.2 Operations

- 3.2.1 At road works not exceeding 30 metres in length, one controller may be used where traffic volumes are very low (less than 400 vehicles per day) and there is visibility on both approaches to the work area of at least 200 metres when stationed at one end of the job site.
- 3.2.2 On single two-way lanes where the road works exceed 30 metres in length, two controllers shall be used.
- 3.2.3 Traffic controllers must be able to see approaching vehicles at a distance of at least 150 metres.

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3.2.4 Where there is a requirement to stop vehicles, and where sight distance is limited and/or traffic volumes are high (more than 400 vehicles per day), it may be necessary to use a second traffic controller in advance of the directing traffic control station to slow down or stop traffic approaching the end of a queue. If traffic controllers are unable to signal to each other, another means of contact, such as portable communications equipment, or an intermediate traffic controller, shall be used.

3.2.5 It is the responsibility of worksite supervisors to ensure that all reasonable steps have been taken to effect safe traffic control.

3.2.6 The traffic controller shall ensure that there is a maximum speed limit not exceeding 60 km/h established through the worksite.

**NOTE:** It is the responsibility of the worksite supervisor to ensure that the placement of speed restriction signage and protective barriers are erected in accordance with the MUTCD and local council requirements.

3.2.7 The control station is to be established after due consideration of visibility, distance and geographical features.

3.2.8 Traffic controllers must ensure that they have a clear escape path to a non-traffic (closed) Section of the roadway, shoulder, footpath or median.

3.2.9 Traffic controllers must stand facing the traffic but just outside the projected travel path. Traffic controllers should ensure that approaching traffic has sufficient distance to stop safely.

3.2.10 A traffic controller must ensure that they are not partially hidden by signs and/or devices and they do not obstruct a driver's view of such signs and/or devices.

3.2.11 Traffic controllers must give definite and clear signals.

**NOTE:** Where possible traffic controllers should avoid stopping large vehicles at the front of the queue and ensure vehicles have a safe braking distance.

3.2.12 Once traffic has stopped, a traffic controller must change his/her position as necessary so that they are clearly visible to approaching traffic.

**NOTE:** Stay at the head of the traffic queue and stand alone. Make sure there is a clear escape path available.

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- 3.2.13 A traffic controller cannot direct traffic through a STOP or GIVE WAY sign without covering the sign first, nor can traffic be directed through traffic signals without having the relevant authority to switch them to flashing amber or off. Site supervisors must first gain the written approval of the relevant Department of Main Roads or local authority representative to cover a permanent fixture STOP or GIVE WAY sign or switch traffic signals to flashing amber or off.
- 3.2.14 Traffic controllers should have a 15 minute break every two hours. However traffic controllers must have a 15 minute break after three hours if they have not had a break previously in that three hour period.

### **3.3 Instructions – two-way roadway**

- 3.3.1 Traffic controllers must be aware that where more than one traffic controller is working, the responsibility for changing the direction of traffic flow rests with the controller who is next to stopped traffic.

The following method shall be used by traffic controllers to control traffic:

- To stop a vehicle, turn the bat to STOP. Facing the traffic, raise the free hand into the stop signal position with the palm towards the traffic (See Section 3.7, *Figure 1 Approved signals for traffic controllers*, Page 21)
- Allow 2–3 cars (where possible) to stop before stepping in front of the stationary lane of traffic
- Keep facing the stationary vehicles
- The traffic controller must position themselves in line with the driver's side headlight approximately 10 metres in front of stationary vehicles in the lane just stopped
- Ensure that the STOP sign is facing the stationary traffic
- To allow traffic to proceed, wait until all traffic from the other end of the worksite has passed. Move to the side of the road, then turn the bat to SLOW, turn side on to traffic, and with the free hand give the *to go* signal (See Figure 1, Page 21)
- To slow traffic, show the SLOW side of the bat. Facing the traffic, extend the free arm and wave it up and down but not above shoulder level (See Figure 1, Page 21)
- To detour traffic where stopping is not needed, show the SLOW side of the bat. Facing the traffic, extend the free arm and give the *to go* signal (See Figure 1, Page 21) indicating the intended direction of travel.

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- 3.3.2 Before allowing traffic to proceed, traffic controllers must stand clear of all traffic.
  - 3.3.3 Traffic controllers must remain at the control station until directed by their supervisor to leave or until they are relieved by another traffic controller.

### **3.4 Instructions – multi-lane divided road (two options)**

- 3.4.1 Multi-lane divided roads are constructed with more than two lanes in one direction with lanes for opposite directions being separated by a wide median strip.

NOTE: A multi-lane divided roadway with a central barrier (for example, concrete barrier) is deemed to be a multi-lane undivided roadway for the purposes of traffic control operations.

- 3.4.2 Multi-lane **undivided** roads that require traffic control must have one traffic controller per lane at all times.

#### **OPTION A (Note: this is the preferred option)**

In this option, one traffic controller shall be used for each open traffic lane at all times. The following method shall be used by traffic controllers to control traffic.

#### **3.4.3 Changing from SLOW to STOP in the left lane open to traffic**

- To stop a vehicle, turn the bat to STOP and while remaining outside the travel path (on shoulder, closed lane/s or footpath) face the oncoming traffic, raise the free hand into the stop signal position with the palm towards the traffic. (See Figure 1, Page 21)

#### **3.4.4. Holding vehicles in left lane open to traffic**

- Allow 2–3 cars (where possible) to stop before stepping in front of the stationary lane of traffic
- Keep facing the stationary vehicles
- The traffic controller must position themselves in line with the driver's side headlight approximately 10 metres in front of stationary vehicles in the lane just stopped
- Ensure that the STOP sign is facing the stationary traffic.

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### 3.4.5 Stopping the next (right) lane of traffic

- The second traffic controller to stop a vehicle, keeps the bat on STOP and while remaining outside the travel path (in a position in front of stationary traffic in the left lane) faces the oncoming traffic, raises the free hand into the stop signal position with the palm towards the traffic. (See Figure 1, Page 21)

### 3.4.6. Holding vehicles in right lane open to traffic

- Allow 2–3 cars (where possible) to stop before stepping in front of the stationary lane of traffic.
- Keep facing the stationary vehicles.
- The traffic controllers must position themselves in line with the driver's side headlight approximately 10 metres in front of stationary vehicles in the lane just stopped.
- Ensure that the STOP sign is facing the stationary traffic.

### 3.4.7. Changing from STOP to SLOW

- Keep the STOP sign facing the drivers of all lanes of traffic.
- Check that the work area is clear.
- While keeping STOP facing the stationary vehicles:
  - The traffic controller in the right lane then moves to a position outside the travelled path and puts their STOP bat down in a way that the drivers can not see SLOW.
  - The traffic controller in the left lane then moves to a position outside the travelled path and turns the bat to SLOW and indicates to the drivers of the first vehicle in both lanes that they may proceed. (See Figure 1, Page 21)

NOTE: Left and right above are reversible to meet site requirements.

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## **OPTION B**

NOTE: This option should be used where there is infrequent use with a maximum STOP duration of five minutes. In this option, one traffic controller may be used to control two adjacent lanes. The following method shall be used by traffic controllers to control traffic.

### **3.4.8 Changing from SLOW to STOP in the left lane open to traffic**

To stop a vehicle, turn the bat to STOP and while remaining outside the travel path (on shoulder, closed lane/s or footpath) face the oncoming traffic, raise the free hand into the stop signal position with the palm towards the traffic. (See Figure 1, Page 21)

### **3.4.9 Holding vehicles in left lane open to traffic:**

- Allow 2–3 cars (where possible) to stop before stepping in front of the stationary lane of traffic
- Keep facing the stationary vehicles
- Traffic controller must position themselves outside the travel path of vehicles travelling in the next (right) lane and approximately 10 metres in front of the stationary vehicle in the lane just stopped (left lane)
- Ensure that the STOP sign is facing the stationary traffic.

### **3.4.10 Stopping the next (right) lane of traffic**

- To stop a vehicle, keep the bat on STOP and while remaining outside the travel path (in a position in front of stationary traffic) face the oncoming traffic, raise the free hand into the stop signal position with the palm towards the traffic. (See Figure 1, Page 21)
- Hold the bat upright with STOP facing the driver
- Gain the driver's attention
- Keep facing the stationary vehicles
- Stop the right lane of traffic
- Position the STOP/SLOW bat on the separation line 10 metres in front of the stationary traffic
- Keep the STOP sign facing the drivers of both lanes of traffic.

NOTE: Left and right above are reversible to meet site requirements.

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### **3.4.11 Changing from STOP to SLOW**

- Keep the STOP sign facing the drivers of both lanes of traffic
- Check that the work area is clear
- Return to the shoulder, footpath or position outside the travel path of oncoming traffic
- Keep facing the stationary vehicles
- Turn the bat to SLOW
- Indicate to the drivers of the first vehicle in both lanes that they may proceed. (See Figure 1, Page 21)

## **3.5 Instructions – multi-lane undivided road**

In this option, one traffic controller shall be used for each open traffic lane at all times. The following method shall be used by traffic controllers to control traffic.

### **3.5.1 Changing from SLOW to STOP in the left lane open to traffic**

- To stop a vehicle, turn the bat to STOP and while remaining outside the travel path (on shoulder, closed lane/s or footpath) face the oncoming traffic, raise the free hand into the stop signal position with the palm towards the traffic. (See Figure 1, Page 21)

### **3.5.2 Holding vehicles in left lane of traffic**

- Allow 2–3 cars (where possible) to stop before stepping in front of the stationary lane of traffic
- Keep facing the stationary vehicles
- The traffic controller must position themselves in line with the drivers side headlight approximately 10 metres in front of stationary vehicles in the lane just stopped
- Ensure that the STOP sign is facing the stationary traffic.

### **3.5.3 Stopping the next (centre) lane of traffic, if there is one**

- Second traffic controller to stop a vehicle, keep the bat on STOP and while remaining outside the travel path (in a position in front of stationary traffic in the left lane) facing the oncoming traffic, raise the free hand into the stop signal position with the palm towards the traffic. (See Figure 1, Page 21)

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### **3-5.4 Holding vehicles in centre lane of traffic if there is one**

- Allow 2–3 cars (where possible) to stop before stepping in front of the stationary lane of traffic
- Keep facing the stationary vehicles
- The traffic controllers must position themselves in line with the drivers side headlight approximately 10 metres in front of stationary vehicles in the lane just stopped
- Ensure that the STOP sign is facing the stationary traffic.

### **3-5.5 Stopping the next (right) lane of traffic**

- Third traffic controller to stop a vehicle, keep the bat on STOP and while remaining outside the travel path (in a position in front of stationary traffic in the centre lane) face the oncoming traffic, raise the free hand into the stop signal position with the palm towards the traffic (See Figure 1, Page 21).

### **3-5.6 Holding vehicles in the next (right) lane of traffic.**

- Allow 2–3 cars (where possible) to stop before stepping in front of the stationary lane of traffic
- Keep facing the stationary vehicles
- The traffic controllers must position themselves in line with the driver's side headlight approximately 10 metres in front of stationary vehicles in the lane just stopped
- Ensure that the STOP sign is facing the stationary traffic.

### **3-5.7 Changing from STOP to SLOW**

- Keep the STOP sign facing the drivers of all lanes of traffic
- Check that the work area is clear
- While keeping STOP facing the stationary vehicles:
  - The traffic controller in the right lane then moves to a position outside the travelled path and puts their STOP bat down in a way that the drivers can not see SLOW

- 
- The traffic controller in the centre lane then moves to a position outside the travelled path and puts their STOP bat down in a way that the drivers can not see SLOW
  - The traffic controller in the left lane then moves to a position outside the travelled path and turns the bat to SLOW and indicates to the drivers of the first vehicle in both lanes that they may proceed. (See Figure 1, Page 21)

NOTE: Left and right above are reversible to meet site requirements.

### **3.6 Incidents at worksites or roadworks**

A traffic controller shall report incidents occurring at or within a worksite or roadworks to which they are stationed immediately to his/her supervisor. Written reports shall be completed and submitted to their site supervisor at the conclusion of their shift or at the resumption of duty on the following day.

3.6.1 An incident is an occurrence that in the opinion of the traffic controller affects the safety and/or effectiveness of any persons at a worksite or at roadworks and may include:

- road users disobeying a direction or signal given by a traffic controller when approaching a designated worksite
- drivers who fail to stop at a hand held stop sign
- accidents occurring within the designated worksite or roadworks
- abusive/insulting/threatening language directed towards a traffic controller by road users
- assaults
- dangerous practices of other road users within a worksite or at roadworks
- suggested improvements to operational procedures during adverse weather conditions
- difficulties experienced with stopping certain vehicle types (for example excess dimension vehicles).

3.6.2 A traffic controller shall take the following action if a minor accident occurs within their designated worksite or traffic control operational area:

- call for assistance if needed
- notify (verbally) the site supervisor

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- maintain effective traffic control
  - move the traffic control station to a suitable location that includes the accident site within the traffic control operational area
  - record sufficient notes of the incident, including their observations, in order to complete an incident report.

3.6.3 If the situation poses further risk of injury to persons or damage to property, the traffic controller must:

- notify the site supervisor immediately
- if the situation requires evacuation of the area, inform vehicle drivers of the situation and direct them to turn around and find an alternative route
- relocate the traffic control station to a safe position clear of any real or potential danger
- record sufficient notes of the incident including their observations in order to complete an incident report

3.6.4 A traffic controller may report to their supervisor, incidences of road users disobeying a direction or signal given by a traffic controller when approaching a designated worksite.

A traffic controller may report to their supervisor, incidences of drivers who fail to stop at a hand held stop sign being held by a traffic controller.

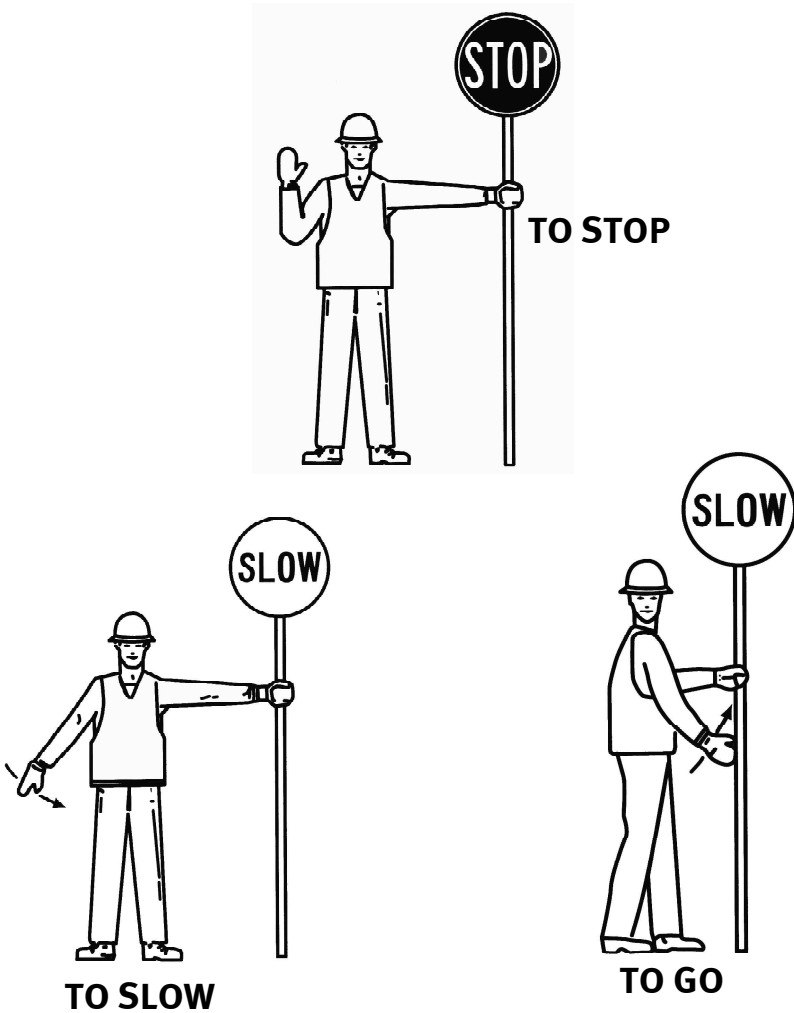
### **3.6.5 Incident reports shall contain the following information:**

- time, date and location of incident
- type of incident (for example, a motorist fails to stop; accident; abusive/insulting/threatening language; assault; breach of these Approved Procedures by another person)
- incident identification, including:
  - vehicle type and colour
  - registration number including registered state or territory
  - direction of travel
  - description of driver/other road user and occupants
  - full and accurate description of the incident
  - witness details.

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3.6.6 Traffic controllers must ensure that details of incidents requiring further investigation or attention by a Police Officer or Queensland Transport Inspector are reported and forwarded to their supervisor or employer.

**3.7 Figure 1: Approved signals for traffic controllers**



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## 4.0 Mandatory dress code

### 4.1 General requirements

- 4.1.1 A traffic controller shall wear clothing specified in *Section 4.0 Mandatory Dress Code* of these procedures when carrying out the duties and functions of a traffic controller.
- 4.1.2 A traffic controller shall, at all times, wear high visibility safety garments when carrying out the duties of a traffic controller. High visibility safety garments shall be maintained in a clean and serviceable condition and must be easily seen at night and in the daytime.
- 4.1.3 The wearing of a police uniform, part of a police uniform or any imitation of a police uniform or imitation of part of a police uniform, is an offence under Section 10.19 of the *Police Service Administration Act 1990*. A traffic controller shall not wear, nor shall the person or entity employing the traffic controller supply, uniforms similar in colour and design to those worn by members of the Queensland Police Service (for example, a pale blue shirt with dark blue epaulettes and shoulder patch insignia attached) or items of clothing that may place the wearer in breach of Section 10.19 of the *Police Service Administration Act 1990*.

Persons or entities who subcontract, hire or otherwise employ traffic controllers from a third party shall not commit an offence against this Part.

**NOTE:** A conviction for an offence against Section 10.19 of the Police Service Administration Act 1990 may cause Queensland Transport to initiate show cause proceedings against the traffic controller in accordance with Section 6.3 of the Approved Procedure.

### 4.2 Shirt/vest set

#### **EITHER**

- 4.2.1 A yellow or red-orange fluorescent high visibility long sleeve shirt, worn as the outer garment. The material types used in the shirt shall be to Australian Standards for day use (AS 4602). The shirt sleeves shall also be made of yellow or red-orange fluorescent high visibility material. The minimum length of high visibility material on the front and back of the shirt, measured vertically down from the top of the shoulder, shall be 500mm. The collar and cuffs of the shirt may be made of a darker material. The shirt must be worn with all buttons, except the collar button, fastened.

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- 4.2.2 The shirt must be in good order such that the material maintains fluorescence and has not deteriorated. The shirt shall be replaced after 12 months if worn on a regular basis.
  - 4.2.3 The shirt may have the company name or logo printed above or on one of the front pockets, in letters no higher than 25mm.

**OR**

- 4.2.4 A fluorescent yellow poncho style vest set with fluorescent red-orange retro reflective strips, worn as the outer garment. The vest set shall also comply with the Department of Main Roads specification for traffic controller vest sets, and be in good order such that vest material has not deteriorated.
- 4.2.5 The vest must be worn as the outer garment and with all side tabs fastened.
- 4.2.6 The vest should be replaced after 12 months if worn on a regular basis or earlier if deemed to have faded so as the high visibility colouring is not effective.
- 4.2.7 The vest may have the company name or logo printed, in one line, on the rear of the vest in letters no higher than 25mm. Any wording shall not obscure the red-orange retro reflective strips.

**OPTIONS**

- 4.2.8 The words *TRAFFIC CONTROL* may be printed in 25mm high black ink letters across the front and/or back of the vest, in one line, 25mm below the retro-reflective strip across the chest.
- 4.2.9 Where the vest is a fluorescent yellow poncho-style vest with red-orange retro reflective strips, worn as the outer garment, the vest may have the words *TRAFFIC CONTROL* in red or orange retro reflective material. The colours shall conform to Australian Standards (AS 1906.4). The letters shall be 80mm high upper case lettering, centrally placed in two lines across the full width of the front and the back in the yellow section of the garment.
- 4.2.10 A traffic controller may wear alternative shirt/vest sets to that described in Section 4.2 providing that they comply with Department of Main Roads specifications.

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### **4.3 Hat/cap/helmet**

- 4.3.1 Subject to risk assessment a broad brim hat is to be worn at all times. The hat is to have a stiff brim of at least 80mm in width, be fitted with a hatband between 25mm and 45mm wide which must be made from a material that is retro-reflective white in colour for use during hours of darkness or during times of poor visibility (AS 1906.4 compliant).
- 4.3.2 The wearing of a cap is permitted if, after risk assessment, it is deemed inappropriate to wear a broad brim hat as described above (See Section 4.3.1). The cap must be fitted with a peak at least 80mm wide and be fitted with a band between 25mm and 45mm wide made from a material that is retro-reflective white in colour for use during hours of darkness or during times of poor visibility (AS 1906.4 compliant).
- 4.3.3 Hats and/or caps worn by traffic controllers must not be fitted with a chequered band.
- 4.3.4 A high visibility safety helmet complying with AS 1800 – *Safety Helmets* is to be worn following a risk assessment or when so directed by the supervisor or person otherwise in control of the worksite at which the traffic controller is working. A pressure sensitive adhesive white retro-reflective tape may be applied to the helmet to improve visibility during hours of darkness or during times of poor visibility.

### **4.4 Foot protection**

- 4.4.1 Safety footwear that complies with *AS 2210 – Safety Footwear* shall be worn at all times by persons carrying out traffic control duties.

### **4.5 Night work – vest/harness requirements**

#### **EITHER**

- 4.5.1 A fluorescent yellow poncho style vest set with fluorescent red-orange retro reflective strips, worn as the outer garment. The vest set shall also comply with the Department of Main Roads specification for traffic controller vest sets, and be in good order such that vest material has not deteriorated.
- 4.5.2 The vest must be worn as the outer garment and with all side tabs fastened.
- 4.5.3 The vest may have the company name or company logo printed on it. (See Section 4.2.7)

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- 4.5.4 The vest may have the words *TRAFFIC CONTROL* printed on it (See Section 4.2.8 or 4.2.9)

**OR**

- 4.5.5 A Department of Main Roads approved internally powered and lit, self illuminating harness with a shape and pattern that is similar to the pattern of the retro-reflective strips on the vest (See Section 4.5.1).
- 4.5.6 The device is to be illuminated (turned on) at all times while performing the functions of a traffic controller.

**OPTIONS**

- 4.5.7 A traffic controller may wear alternative vest sets to that described in Section 4.5 providing that they comply with Department of Main Roads specifications.

## **4.6 Night work – other requirements**

- 4.6.1 Persons carrying out traffic control duties during hours of darkness must at all times:
- wear fluorescent yellow bowyangs, spats or gaiters with white retro-reflective strips just above the ankles.
  - if required by a risk assessment, carry a wand or a torch fitted with a luminous cone attachment, or wear a glove on their right hand, covered with at least 75mm x 50mm of white retro-reflective material on the front and back of the glove.

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## 5.0 Entry requirements

### 5.1 Original accreditation

- 5.1.1 Persons wishing to enter the Traffic Controller Accreditation Scheme must satisfy entry conditions as detailed in this document.
- 5.1.2 Entry conditions where an applicant has no previous experience as a traffic controller.

To be eligible for accreditation a person must:

- be a natural person (See Section 1.4 *Definitions*)
- meet medical fitness and suitability criteria (See Section 5.5)
- hold an Australian or foreign provisional or open driver licence for a continuous period of 12 months within the last five years
- have completed approved traffic controller training delivered by an approved traffic controller training provider
- complete a traffic controller accreditation application form
- meet Queensland Transport's evidence of identity requirements
- pay the appropriate application fee. (NOTE: The application fee is non-refundable if the application is refused.)

NOTE: The application form requires the applicant to declare any relevant criminal history and to obtain the certification from the training provider, and if necessary certification from a health professional.

- 5.1.3 If all entry requirements are met, the applicant will be issued with an identity card identifying the person as an accredited person who is a traffic controller.
- 5.1.4 The accreditation is valid for a period of three years from the date of issue.

### 5.2 Renewal of accreditation

- 5.2.1 To continue working as a traffic controller for more than three years, traffic controllers must renew their accreditation with Queensland Transport.
- 5.2.2 A renewal notice and traffic controller accreditation application form will be sent to the accredited person's most recent address held by Queensland Transport up to nine weeks before the accreditation expiry date.

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5.2.3 Application forms are also available from Queensland Transport Customer Service Centres and from approved traffic controller training providers.

5.2.4 To be eligible for renewal of accreditation a person must:

- be a natural person (See Section 1.4 *Definitions*)
- meet medical fitness and suitability criteria (See Section 5.5)
- have completed approved traffic controller training delivered by an approved traffic controller training provider
- complete a traffic controller accreditation application form
- meet Queensland Transport's evidence of identity requirements
- pay the appropriate application fee. (NOTE: The application fee is non-refundable if the application is refused.)

NOTE: The application form requires the applicant to declare any relevant criminal history and to obtain the certification from the training provider, and if necessary certification from a health professional.

5.2.5 If all renewal requirements are met, the applicant will be issued with an identity card identifying the person as an accredited person who is a traffic controller.

5.2.6 The accreditation is valid for a period of three years from the date of issue.

## **5.3 Interstate traffic controllers**

5.3.1 People who have been trained and have worked as a traffic controller in another Australian state or territory may work as a traffic controller in Queensland provided they are accredited in Queensland.

## **5.4 Identity card**

5.4.1 Identity cards issued to traffic controllers must:

- contain a recent photograph of the person
- identify the person as an accredited person
- state the person's accreditation number
- state an expiry date
- be signed by the accredited person

5.4.2 The accreditation identity card must be carried by accredited traffic controllers at all times while performing traffic control duties.

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- 5.4.3 Traffic controllers must produce their accreditation identity card for immediate inspection upon a request made by any authorised officer, Police Officer, Queensland Transport Inspector, Queensland Division of Workplace Health and Safety Inspector, Department of Main Roads auditor, Department of Main Roads Safety Officer /Coordinator, Site Supervisor or person in charge of the workplace (including site supervisors, project managers and safety managers).
- 5.4.4 Failure to produce a current accreditation identity card upon request may result in the traffic controller having to leave the worksite.
- 5.4.5 Identity cards that are lost, damaged, destroyed or stolen may be replaced. Traffic controllers may make written application, including payment of the appropriate fee to Queensland Transport for a replacement accreditation identity card.

## **5.5 Medical fitness and suitability**

- 5.5.1 To be eligible as a traffic controller, applicants must satisfy the following medical fitness and suitability criteria:

### **EYESIGHT**

A traffic controller must:

- be able to distinguish a vehicle at a distance of approximately 150 metres
- have visual acuity of 6/12 which would allow a vehicle number plate to be read at a distance of up to 20 metres on a clear day (character size on number plate 77mm x 12mm)
- have reasonable judgement of speed and distances so that the traffic controller can decide when to exit the path of an oncoming vehicle that fails to stop or slow down as directed
- be able to distinguish a red coloured disc (of 450mm diameter) from a yellow coloured disc (of 450mm diameter) at a distance of 250 metres on a clear day.

**NOTE:** Any visual defect which has not been rectified by the use of corrective lenses or by surgery should be taken into account by the Optometrist. If the person has mild colour blindness, this should not be a problem for performing traffic control duties, providing the person can pass the Ishihara colour test.

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NOTE: If corrective lenses are worn by the person to meet the above requirements, they must be worn while performing traffic control duties.

### **HEARING**

A traffic controller must:

- hear a supervisor's instructions, vehicle warning devices and emergency vehicle sirens above normal traffic noise
- differentiate noises emanating from the left side, right side and behind the traffic controller
- have sufficient hearing to be able to communicate via portable communication equipment (such as a two-way radio).

### **MOBILITY AND ENDURANCE**

A traffic controller must be capable of:

- quickly moving out of the path of an approaching vehicle that does not stop or slow down as directed
- giving approved traffic control signals whilst standing and holding a STOP/SLOW bat for periods of up to three hours without a break.

## **5.6 Refusing accreditation**

- 5.6.1 If an applicant fails to satisfy entry requirements stated in *Section 5 Entry Requirements* of this Approved Procedure, the application for accreditation may be refused.
- 5.6.2 Queensland Transport will inform the applicant in writing of the reason why the accreditation will not be granted. Written notification will be forwarded to the applicant within 14 days of the decision to refuse the application.
- 5.6.3 Part 2 of the *Transport Operations (Road Use Management-Accreditation and Other Provisions) Regulation 2005* states that the applicant may apply within 28 days after the giving of the notice, to have the decision reviewed.
- 5.6.4 Applicants will be notified of the outcome of the review.

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## 6.0 Compliance and enforcement

### 6.1 Enforcement action

- 6.1.1 *Authorised Officers* may issue a penalty infringement notice (on-the-spot fine) or initiate prosecution action by way of Complaint and Summons, to a traffic controller for failing to comply with the statutory conditions of their accreditation.
- 6.1.2 *Authorised Officers* may issue a penalty infringement notice (on-the-spot fine) or initiate prosecution action by way of Complaint and Summons, to a person found performing traffic control duties while not being the holder of a current traffic controller accreditation.
- 6.1.3 *Authorised Officers* may issue a penalty infringement notice (on-the-spot fine) or initiate prosecution action by way of Complaint and Summons, to an employer of a traffic controller for failing to ensure that the traffic controller complies with the statutory conditions of their accreditation.
- 6.1.4 Queensland Transport will record all infringements and prosecution actions initiated by *Authorised Officers*.
- 6.1.5 An *Authorised Officer* who is a *Police Officer* may shut down a worksite if it is deemed unsafe or the actions of a traffic controller make it unsafe.

### 6.2 Disciplinary action

- 6.2.1 If the traffic controller breaches their statutory conditions for appointment, or is convicted of a disqualifying offence Queensland Transport may issue the holder of a traffic controller accreditation with a notice asking the holder to show cause why their accreditation should not be amended, suspended or cancelled.
- 6.2.2 If the traffic controller commits any offence of a serious nature where public safety has been endangered, is likely to be endangered or it is in the public interest, Queensland Transport may issue the holder of a traffic controller accreditation with a notice asking the holder to show cause why their accreditation should not be amended, suspended or cancelled; or may immediately suspend or cancel an accreditation.

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## 6.3 Amending, suspending and cancelling an accreditation

- 6.3.1 If an accreditation is amended, suspended or cancelled as a result of a show cause action initiated by Queensland Transport, the accredited person will be notified in writing within 14 days of the decision.
- 6.3.2 An accredited person stops being an accredited person if the person's appointment is suspended or cancelled and therefore cannot work as a traffic controller.
- 6.3.3 A person who has had their traffic controller accreditation cancelled may reapply to Queensland Transport to become a traffic controller after a period of 12 months from the date of cancellation. (See Section 5 *Entry Requirements*)
- 6.3.4 A person who is suspended or cancelled must return their accreditation identity card to a Queensland Transport Customer Service Centre as soon as practicable but within seven days after the person stops being an accredited person. Queensland Transport will return the identification card at the end of the suspension period. (*S13 of the Transport Operations (Road Use Management–Accreditation and Other Provisions) Regulation 2005.*)
- 6.3.5 If the accreditation period has expired during a period of suspension, the accreditation must be renewed before resuming traffic control duties. (See *Section 5 Entry Requirements*).
- 6.3.6 Queensland Transport will follow the procedures for amending, suspending and/or cancelling approvals laid down in of the *Transport Operations (Road Use Management) Act 1995* and Part 2 of the *Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005*.
- 6.3.7 A show cause notice may be issued if traffic control industry related offences are recorded against the individual, or where a breach of the person's statutory conditions for appointment have occurred.
- 6.3.8 If the accreditation document or identity card is returned to Queensland Transport the chief executive must return it to the person at the end of the suspension term. When the suspension period has expired, the person may return to work as a traffic controller.

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## 6.4 Appeals

- 6.4.1 Traffic Controllers may appeal against decisions to amend, suspend or cancel their accreditation through internal and external review processes.
- 6.4.2 Appellants must follow appeal procedures identified in Part 1A of the *Transport Operations (Road Use Management) Act 1995* and Part 2 of the *Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005*.
- 6.4.3 The avenues for appeal will be explained in each show cause notice issued by Queensland Transport.

## 7.0 Employers of traffic controllers

### 7.1 Employer responsibilities

- 7.1.1 Employers of traffic controllers shall use only accredited traffic controllers to perform traffic control duties at worksites.
- 7.1.2 Employers of traffic controllers shall not ask a traffic controller to do anything that may cause him/her to:
- breach the statutory conditions of their appointment/accreditation
  - breach the conditions of appointment stated in the person's instrument of appointment
  - breach the terms and conditions of these procedures
  - operate in unsafe conditions.
- 7.1.3 Employers who contravene these responsibilities or do not provide safe working conditions may be guilty of an offence.

**NOTE:** An employer of traffic controllers should be familiar with the Workplace Health and Safety Act 1995. The Act sets out the laws about the health and safety requirements affecting some work activities and specified high risk plant. Everyone has a responsibility to care for their own and other's health and safety at workplaces, while carrying out work activities or using specified high risk plant.

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## 8.0 Worksite supervisors

### 8.1 Worksite supervisor responsibilities

- 8.1.1 It is the responsibility of worksite supervisors to ensure that all reasonable steps have been taken to effect safe traffic control.
- 8.1.2 It is the responsibility of the worksite supervisor to ensure that the placement of speed restriction signage and protective barriers are erected in accordance with the MUTCD and local council requirements.

NOTE: A worksite supervisor should be familiar with the Workplace Health and Safety Act 1995 S28. The Act sets out the laws about the health and safety requirements affecting some work activities and specified high risk plant. Everyone has a responsibility to care for their own and other's health and safety at workplaces, while carrying out work activities or using specified high risk plant.

## 9.0 Training providers

### 9.1 Approved traffic control training provider responsibilities

- 9.1.1 Approved traffic controller training providers are training providers contracted to the Department of Main Roads to deliver approved traffic controller training.
- 9.1.2 Approved traffic controller training providers are responsible for:
- delivering the Department of Main Roads approved traffic controller training course
  - assessing traffic control competencies of course attendants
  - certifying that training requirements have been met
  - maintaining a register of course attendees
  - maintaining the original course assessments for auditing purposes.
- 9.1.3 The Department of Main Roads may conduct random and triggered desktop and on-site audits of approved training providers to ensure that contracted traffic controller training is delivered to an acceptable standard.

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- 9.1.4 If, as a result of a Department of Main Roads audit or investigation, it is considered that the standard of training and/or delivery methods fail to meet accepted industry standards, the Department of Main Roads may initiate proceedings against the approved training provider to show cause why their contract to deliver traffic control training should not be terminated.
  - 9.1.5 Where it is proven that the standard of training and/or delivery methods fail to meet accepted industry standards, the Department of Main Roads may terminate an approved traffic controller training provider's contract to deliver traffic controller training courses.

## **10.0 Road users**

### **10.1 Road user responsibilities**

- 10.1.1 Road users must not disobey a lawful direction or signal given by a traffic controller within a designated worksite.
- 10.1.2 Drivers who do not stop at a lawful hand-held stop sign commit an offence under Section 101 of the *Transport Operations (Road Use Management-Road Rules) Regulation 1999*.

NOTE: A worker or anyone else at a workplace is obligated to comply with the instructions given for workplace health and safety at the workplace by the employer at the workplace and any principle contractor for construction at the workplace (S36 Workplace Health and Safety Act 1995).