



TRAFFIC CONTROLLER (TC)

RIIWHS205E Control traffic with a stop-slow bat
RIIWHS201E Work safely and follow WHS policies and work procedures
RIICOM201E Communicate in the workplace



NATIONALLY RECOGNISED
TRAINING

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**LICENCES 4
WORK**

RTO ID #91413

About this Course

This course provides training for personal who are required to control traffic with a Stop/Slow bat including stopping and starting traffic in temporary traffic management.

This course will provide the participant with the knowledge, skills and attitudes to perform traffic control competently while giving full consideration to their safety, the safety of their coworkers and the safety of the public.

Successful completion of this course is required to attain a Statement of Attainment for the units and your Department of Transport and Main Roads Approved Traffic Controller Industry Authority Card.

This course is delivered and assessed by Just Careers Training Pty Ltd, a RTO (RTO 91413) approved to deliver this course and issue the required Skill Set for successful candidates. Just Careers Training also operates as Licences 4 Work. Just Careers Training is approved by Main Roads WA (MRWA).

Who is this course for?

The course has been designed to cater for participants that are new to the role of implementing Traffic Control Plans in the Resources and Infrastructure industry (New Entrants or Beginners) as well as those who have not been actively involved in the industry or those who want to reaccredit but prefer to do the course again to refresh and confirm their skills and knowledge.

Refresher option is also available for those wishing to use their current MRWA accreditation for reaccreditation.

For the standard course - On acceptance of your enrolment you will be issued with the resources (learning materials) that will be used in your course.



This is effectively the date that you start your course. On acceptance you will also be provided with the date(s) that you are required to attend for your training and/or assessment.

If you believe that you have prior learning and/or experience that may be directly equivalent to all of the learning and performance outcomes in this course and you have evidence of this then you may apply for our Refresher Course. In order to be able to attain your Statement of Attainment by Recertification you will have to undertake a Training Needs Analysis and meet the requirements for this process.

Evidence that this process may apply to you includes:

- Holding a valid White Card
- Holding a MRWA accreditation for BWTM and TC that is current or that has expired no more than 3 months ago and working as a Traffic Controller in the last 12 months
- Having a Third party to back your claim of applying your knowledge and skills in a real workplace
- Providing other evidence (workplace documents, photo's, videos, etc)
- If your application is approved then you will be undertaking an assessment and Evidence Gathering process (minimal training provided).

Please refer to our website for further information if you believe that this applies to you and that you would like to attempt to get your Statement of Attainment in this way, or contact our office.

Recognition of Certificates and Statements of Attainment

If you hold a Statement of Attainment for the Units of Competency making up this course then:

- You may apply for a photo ID card without any further training or assessment - we recognise all Statements of Attainment issued by RTO's, if you meet the prerequisites for accreditation.
- If this was issued in another State or Territory - then your assessment requirements may be reduced AND you may have to undergo some gap training to meet MRWA requirements. (While we recognise all Statements of Attainment, we do have to ensure that you meet MRWA Requirements)

Where is the course held?

The course is held at one of our training facilities located in WA. Current locations include:

- Onsite
 - Kenwick, WA
 - Malaga, WA
- Offsite
 - In the workplace in WA

This course may also be delivered in the workplace on request. Delivery in the workplace is by arrangement only and subject to checks including:

- Suitable environment for learning and development
- Access to training props required for effective theory delivery (includes power, projectors/ screens, tables and chairs, classroom/ board room or similar)
- Access to suitable amenities
- Risk Assessment as per the our Workplace Health and Safety and Environmental Policy and Procedure
- And is carried out in line with our Workplace Training Policy.

Course Pre-Requisites & Requirements

Students MUST hold a current valid unrestricted driver's licence. TMR accreditation application requires proof of completing your course(s) as well as Offence History, Licence history and other checks.

Traffic controllers are required as part of their duties and responsibilities to effectively communicate within the workplace as well as with emergency services, WHS authorities and the public. In order to do this, they will have to have a level of Language, Literacy and Numeracy that is sufficient to undertake the role of a Traffic Controller.

While there are no formal pre-requisites for this course, applicants will be required to have adequate English language, literacy and numeracy skills in order to successfully complete this course.

Applicants that do not meet the minimum LLN requirements (average English speaking, reading, writing skills) should not undertake this course. Please contact us to undertake an assessment of your LLN levels BEFORE you book or enrol.

In order to develop / confirm the skills required to work as a Traffic Controller, you will need to demonstrate that you can apply the skills and knowledge that form this course in the real workplace. While completing the training in our training facility will allow you to do most of your course, the final requirement is to undertake real work in a real workplace.

Course Details

Learning & Performance Outcomes

The Skill Set covered by this course includes four (4) Units of Competency including:

Unit Code	Unit Title
RIIWHS201E	Work safely and follow WHS policies and work procedures
RIIWHS205E	Control traffic with a stop-slow bat
RIICOM201E	Communicate in the workplace

Learning Outcomes Include:

Communication in the workplace including knowledge of:

- Relevant standards and site procedures
- Worksite communication system components, applications and limitations
- Procedures and safety requirements of communication equipment and systems
- Common faults in communication equipment/ systems
- Emergency communication procedures
- Record maintenance

Controlling traffic with stop-slow bat including:

- Site and equipment safety requirements
- Traffic controlling requirements and procedures
- Complying with traffic management plans
- Erecting traffic control signage and barricades
- Communication device operations
- Determine equipment types, characteristics, technical capabilities and limitations
- Operational and maintenance procedures for equipment
- Detailing site isolation and traffic control responsibilities and authorities

- Describing the effects of travel speed and vehicle mass on stopping distances
- Interpreting and implementing Safe Work Method Statement

Performance Outcomes include:

Locating and applying relevant documentation, policies and procedures

Communicating in the work place that safely, effectively and efficiently meets all of the required outcomes including:

- Identifying communication strategies and systems
- Operating communications systems and equipment to convey meaning to others
- Communicating clearly and promptly to others to convey information and make meaning
- Listening carefully to instructions and information
- Participating in group discussions and engage with group members respectfully
- Asking questions to clarify meaning
- Communicating concisely both written and verbally
- Interpreting other communications such as flags, lights, signs, bells and whistles
- Identifying and reporting communication faults

and deficiencies

- Using approved and preparing written documentation that communicates meaning to others

Controlling traffic with a stop-slow bat that safely, effectively and efficiently meets all of the required outcomes including:

- coordination requirements prior to commencing and during work activities.

Controlling traffic with a stop-slow bat according to traffic guidance schemes in a manner that is safe and follows workplace policies and procedures on at least two occasions, including:

- Reading and interpreting the work instruction and planning work activity accordingly
- Positioning signage and barriers
- Directing and controlling vehicle traffic
- Directing and controlling pedestrian traffic
- Communicating to drivers and pedestrians clearly using hand signals
- Using approved communication devices such as hand held radios or phones to transmit message and report of offenders
- Removing or covering signs after work completion

Organisation & Duration

On acceptance of your enrolment, you will be issued with the resources (learning materials) that will be used in your course. This is effectively the date that you start your course. On acceptance, you will also be provided with dates that you are required to attend for your training and/or assessment.

Your course consists of:

- Pre-attendance STUDY (takes most 1-2 hours depending on your literacy levels)
- Attendance (8:30am until around 5:00pm) on 2.5 days

If you meet the training and assessment requirements for the Pre-attendance and attendance then you will receive your Statement of Attainment (SOA) for the Units of Competency making up this course.

Pre-Attendance Requirements

Your course is made up of 3 (three) modules. Before attending for your course, you will be required (Mandatory) to read a set of learning materials, there is also a set of questionnaires online that you may attempt (highly recommended but not compulsory).

If you do not have access to the systems required for this course (a computer or similar and an internet connection), please contact us and we will post the Pre-attendance requirements to you or you may pick up a set from any of our training centres. Fees do apply - please refer to the terms and conditions.

Training Attendance

You will work with your trainer/assessor to ensure that you undertake the required training to work in Basic Worksite Traffic Management . This involves classroom presentation, case studies, some activities and theoretical assessments. You will also learn about the required skills. At some point in the course you will also participate in Simulated training followed by Practical Training and Assessment at our Practical Training Centre (5-10 minutes drive away) this will provide you with the environment required to ensure that you have received training in the skills and knowledge required to work.

At the end of your training - if you meet all the training and assessment requirements set out by your trainer you will be issued with your Statement of Attainment (SOA).

We will also apply for your accreditation using your personal details and the information required as part of your pre-requisites (Drivers Licence, Blue/White Card - see above).

Final Assessment

Assessment is required in order to collect evidence of the learning/training that you do in your course and that you have the required knowledge and performance. This evidence is built while you do your course (from pre-attendance) and if you meet all course requirements. Assessment methods used in this course include:

- Theory Assessments
- Practical Training
- Supporting Third Party Assessment
- Workplace evidence (work sample, log book, etc)

What happens if I do not meet all course requirements?

If you do not meet all course requirements, in order to attain the units of competency you will be required to:

- Undertake re-assessment or
- Undertake further training followed by re-assessment

Depending on the course requirements you have not met.



Complaints and Appeals

If you disagree with the outcome of your assessment, or are not satisfied with the services, we have a fair and transparent complaints and appeals procedure summarised at the end of this course brochure.

Outcome

Once you have met all the assessment requirements then you will be issued with the following Statement of Attainment for the units:

- RIICOM201E Communicate in the workplace
- RIIWHS201E Work safely and follow WHS policy and procedure
- RIIWHS205E Control traffic with a stop-slow bat

Other Important Information

Career pathways

This Skill Set can provide credit toward a number of Certificate II or III Qualifications in the Resources and Infrastructure Industry Training Package.

Enrolment

Enrolling into this course requires you to be a minimum of 17 years of age before you book into an upcoming course. This may be done online or at our office. Once you have completed your booking then you will receive access to your Pre-attendance requirements. Enrolment will be completed on attendance once you have booked into your course.

You may also have to undertake (or you may like to choose to) a Language Literacy and Numeracy assessment to check that you have the required LLN levels to undertake this course and/or that we can support you to achieve the required outcome.

If your enrolment is accepted, you may still require additional LLN support and Reasonable Adjustments applied. You will be notified if this is the case. Please see Reasonable Adjustment information below.

What Do I Need to Bring?

- Your Australian Driver's Licence or an overseas licence from a country that is recognised by the WA Department of Transport;
- Your WorkSafe Construction Safety Awareness (Blue/White) Training Card (or equivalent);
- Your course materials (a link will be sent to you once you book)
- Wear long pants and a long sleeve shirt and closed shoes (preferable hard caps)

Access and Equity

Just Careers Training abides by the principles of access and equity and offers this course to all applicants regardless of their gender, social, sexual preferences, and political and/or religious beliefs.

Applicants will be accepted into this course based on the course requirements, including the assessment requirements set out in the National Training Package for this Skill Set, as well as any other requirements set out by Department of Transport and Main Roads.

Language, Literacy & Numeracy Requirements

This course is delivered in English. To be able to successfully complete our training programs, participants must be able to read and write English to a sufficient standard to work with the supplied texts. You may also be requested to undertake a Language, Literacy and Numeracy assessment.

Recognition of Prior Learning (RPL)

If you feel that you already have the skills and knowledge covered in this course through prior learning, work experiences or general life skills then you may apply for RPL (Recognition of Prior Learning).

This is a process whereby you present evidence of your competency to your assessor who will then assess your evidence against the requirements of the course. Should the evidence meet the requirements of one or more units (even the whole qualification) then you may be awarded the unit(s) and not require any training or assessment. Where the evidence presented does not meet the requirements then you may apply to attempt an assessment only process to provide the required evidence or simply return to completing the required training followed by assessment. Contact us for further information about RPL assessments.

Reasonable Adjustment

In line with VET principles and as per the requirements set out in the relevant Training Package, there is scope for Reasonable Adjustment of the training and/or assessment requirements set out in this course.

Reasonable Adjustment in training

This may include the use of learning props and methodologies better suited to the individuals needs, as long as the adjustment in training method is still in line with Main Roads WA requirements. Examples of this include the use of videos and presentations, one on one training methods (for parts of the training not requiring work with other individuals) and extended training plans that exceed the standard course duration and format.

As per the requirements of Main Roads WA, there can be no adjustment of those training requirements specifically set out by Main Roads WA (for example participation in Simulated Training).

Reasonable Adjustment that cannot be accommodated in the course attendance duration may result in additional training and fees will apply.

Reasonable Adjustment in assessment

This may include making adjustments to the assessment methodologies or the tools in order to cater for the needs of the participant. This may include the use of Verbal Assessment in place or written assessments. Minimum assessment requirements have been set out and these cannot be reduced.

Reasonable Adjustment that cannot be accommodated in the course attendance duration may result in additional time required to meet requirements and fees will apply.

Speak to one of our customer service staff if you feel that you may need adjustments to be made before you book. Alternatively, you may speak to your trainer

on the day who will provide you with planned support.

Participant support

You will be provided with sufficient support to ensure that you attain this Skill Set. This support is limited to support offered throughout the duration of the course and the support that we can provide to you in relation to training and assessment. Support cannot change any of the course requirements. Where we cannot provide you with the support you require, we will provide you with information about where and how you can access any available services.

Your trainer will:

- Explain the course requirements, objectives and outcomes
- Present the required information in an easy to understand format
- Discuss the subject matter, answer your questions and demonstrate the skills required
- Assess you only once you feel (and he/she believes) you are ready for any final assessment
- Provide options for further training
- Provide you with options, where they exist and are allowable for reasonable adjustment to the training and/or assessment components of this course.

Fees and Charges

For current fees and charges for all our courses and programs, including a full set of the terms and conditions, please visit our website.

Further information

For further information, please contact our office on (08) 9344 1704 and speak to one of our friendly L4W customer service staff, visit our website or refer to your Student Handbook.

www.licences4work.com.au

www.licences4worknewcastle.com.au

www.licences4workbrisbane.com.au

www.licences4workperth.com.au

www.licences4workmelbourne.com.au

Complaints & Appeals Procedure

Complaint - If you are unhappy with an aspect of the service that you receive

Appeal - If you disagree with the outcome of a decision made

FORMAL COMPLAINTS

1. Branch Manager or initial persons receiving the complaint to acknowledge within 7 (SEVEN) business days including initial actions to be taken and expected timeframe for the next phase of the process.
2. Branch Manager or initial persons receiving the complaint, lodges a Complaints ticket, includes acknowledgement email, that is assigned to the National Quality Manager for procedural monitoring (unless immediate escalation is required or if based on risk, requires the immediate intervention of the NQM)
3. Branch Manager to undertake any required investigations within time frame promised to the Complainant
4. Branch Manager to inform complainant if further time is required as soon as this becomes apparent
5. Branch Manager to attempt to resolve complaint (unless requires escalation), recording the resolution and including any correspondence
6. Branch Manager to update the ticket with outcome of the reviews – NQM to review entries and if satisfied with the outcome will mark the ticket as RESOLVED
7. Branch Manager to escalate as required to Regional Manager if unable to resolve
8. All complaints to be resolved within 30 days of acknowledgement, the complainant needs to be informed of this
9. Escalation must be made as soon as this becomes required by assigning ownership to the National Quality Manager, when the BM and RM are unable to resolve.

Complaint closed OR

Advise Customer that this has been escalated to Head Office and that they will make contact within 7 (SEVEN) business days and to contact Branch Manager if they are not contacted within this time.

The NQT (where escalated) will continue in the resolution process, with the objective of resolving the matter within 60 days. Where this does not satisfy the complainant, they are to be advised of options including:

- Third party arbitration (internal and/or external arbitration service) up to and including Regulator

Complaint closed

APPEALS

1. Learners have 14 days after a given decision to make an appeal. The following procedure will be applied:
2. Original Decision maker will review their decision within 2-5 business days of receiving appeal information - this involves the Branch Manager asking the assessor to review their decision
3. Assessor to record their outcome in an email to Branch Manager
4. Appellant is notified of outcome in writing
5. If Appellant not satisfied, alternative authorised decision maker to review the decision
6. Branch Manager will notify the appellant of the outcome (within 14 days or original Appeal)
7. Appellant will have an opportunity to respond to the outcome (within 72 hours)
8. All HRWL Appeals are directed to relevant regulators for review and or adjustments of outcomes (where applicable).

Appeal closed OR

Advise Customer that this has been escalated to Head Office and that they will make contact within 3 (three) business days and to contact Branch Manager if they are not contacted within this time.

The NQT (where escalated) will continue in the resolution process. Where this does not satisfy the appellant, they are to be advised of options including:

- Third party arbitration (internal and/or external arbitration service) up to and including Regulator

Appeal Closed