

Assessment Requirements

Unit RR03K – Knowledge in Assessing and Securing the Roadside Situation

Content

Organisational requirements and procedures

The range of services and resources within a typical roadside assistance/recovery organisation.

- a. Roadside Assistance-Service vans, light, commercial, motorcycle
- b. Recovery-Light, commercial, motorcycle, breakdown, accident
- c. Customer welfare-protection at the scene, welfare facilities at base-Toilets, refreshments etc.

Operating, reporting and recording procedures for a typical roadside assistance/recovery organisation.

- a. Receiving of work-Office, dedicated control centre
- b. Distribution of work-Types of communication methods
- c. Recording of work-Database, hand held devices, Job cards

How to complete records and the importance of doing so in a roadside assistance/ recovery context

- a. Risk assessment-Generic, specific, dynamic-Difference, Importance
- b. Electronic records-Hand held device job completion, Damage reports
- c. Manual recording systems-Job cards, damage reports

The legal requirements and codes of practice for site protection and recovery arrangements

The legal requirements and industry codes of practice governing site protection and recovery operations

- a. HASAWA-Employers duties, employees duties, duty of care
- b. PAS 43-Industry guidance document
- c. Sector agreement-Life On The Edge 6, regarded as the code of practice for the recovery sector

The importance of wearing personal protective equipment.

- a. Last resort-In many cases no other way of reducing the risk
- b. Personal safety-Operator safety paramount, Warns other road users

How to assess and secure a site

The difference in requirements for securing and protecting a breakdown site and an accident site.

- a. The risk assessment-Increased hazards present at an accident scene
- b. Services present-police, HATO, other emergency services
- c. Casualty occupants-Time at scene, shocked from RTC, children and babies
- d. Welfare needs-Toilet facilities, refreshments, on-going journey arrangements
- e. Temporary Traffic Management-Beacons, relaxed sign layout(signs and cones carried on the recovery vehicle), standard sign layout(signs and cones laid out by a third party), road closure

The sources of specialist advice and guidance

- a. Company procedures and risk assessments
- b. The Life on the Edge series of films
- c. PAS 43
- d. Company management, line manager, control centre, incident manager
- e. Police-Officer on scene, control room
- f. Highways Agency-traffic officer on scene, control centre

Why weather conditions affect the assessment and security of the roadside situation.

- a. Visibility-Heavy rain, snow, bright sunshine

- b. Extreme cold-Increased hazards due to ice, additional clothing required, use of gloves
- c. Extreme heat-Personal comfort, PPE
- d. High winds-Commercial vehicle risks

Approaching the scene of an incident

- a. Flow of traffic-Type of road, is there a hard shoulder? Is there a place of safety?
- b. Slowing down to park at scene-Warnings, indicators, other means
- c. Parking position-in front of casualty, behind casualty
- d. Distance to casualty vehicle
- e. Beacons-Are they needed?
- f. Personal protective equipment-Minimum requirements
- g. Exiting the recovery vehicle-Safety, checking for traffic, correct dismount
- h. Codes of Practice (PAS 43)
- i. Communication and reporting to relevant people and organizations using appropriate method.

Circumstances in which to call for specialist assistance.

- a. Injuries to passengers-Not known to emergency services, who to call, unlikely event
- b. Disabled passengers-Cannot get in to the recovery vehicle, specialist vehicle not available
- c. Hazardous substances present-Who should be called

Securing and protecting incident sites in line with current industry codes of practice

- a. 'Fend' position
- b. Recovery vehicle conspicuousness
- c. Recovery vehicle beacons
- d. Relaxed sign layout-Cones and signs on the recovery vehicle
- e. Standard sign layout-Cones and signs laid out by a third party (Police or HA)
- f. Road closure

How to take steps to secure the safety of yourself and others.

- a. Personal safety-Watching, listening, using a lookout
- b. Passengers of casualty vehicles-Control of movement, safe waiting areas, type of road
- c. The public-Safe working zones, control methods, 3rd party control (i.e. Police)

Explain how to use electronic and radio communication methods.

- a. Types of communication equipment-Radio, Mobile telephone, Mobile Data Terminal, PDA
- b. Licence requirements
- c. Use of correct language
- d. On route
- e. On scene
- f. Delays
- g. Job completion
- h. Assistance needed
- i. At base or waiting area

How to communicate with customers and relevant authorities

- a. Customers-Respect, empathy, compassion, firmly
- b. Police-Officer in charge, recovery requirements
- c. Highways Agency-Traffic officer on scene, recovery requirements
- d. Other-Other emergency services, EA, Utility managers/workers, Traffic management

How to make an initial assessment of the extent of vehicle damage and or faults.

- a. Breakdown-What is the fault? Is a repair quicker than recovery? Are parts required? Do you have the correct recovery vehicle? Prestige vehicles, Safety issues
- b. Accident-How much damage is there? Does the casualty roll? How many casualties are there? Do you have the correct recovery vehicle? Are there special requirements by the Police? (Preservation of mechanical evidence etc)

How to identify vehicles carrying hazardous substances.

- a. Marker plates-Types, shapes, colours, numbering system

Describe the possible consequences of inaccurate roadside assessment

- a. Danger to recovery technician
- b. Danger to driver/passengers of casualty
- c. Danger to others