No. 62 **28 January 2005**

Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Transport and Logistics Operations

Registered by NSB 11, Services, publishes the following qualification and unit standards for public comment.

This notice contains the titles, fields, subfields, NQF levels, credits, and purpose of the qualification and unit standards. The qualification and unit standards can be accessed via the SAQA web-site at **www.saqa.org.za**. Copies may **also** be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum, 1067 Arcadia Street, Hatfield.

Comment on the qualifications and unit standards should reach SAQA at the address *below and no later than 27 February 2005.* All correspondence should be marked Standards Setting ▬ SGB **for** Transport and Logistics Operations and addressed to

> The Director: Standards Setting and Development
> SAQA
> *Attention: Mr. D Mphuthing*
> Postnet Suite 248
> Private Bag X06
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> **0145**
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DUGMORE MPHUTHING
ACTING DIRECTOR: STANDARDS SETTING AND DEVELOPMENT

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

National Certificate: Incident Management

SAQA QUAL ID	QUALIFICATION TITLE		
49398	National Certificate: Incident Management		
SGB NAME	SGB Transport and Logistics Operations		
ABET BAND		PROVIDER NAME	
Undefined			
QUALIFICATION CODE	QUAL TYPE		SUBFIELD
SRV-5-National Certificate	National Certificate		Transport, Operations and Logistics
MINIMUM CREDITS	NQF LEVEL		QUALIFICATION CLASS
145	Level 5		Regular-Unit Stds Based
SAQA DECISION NUMBER	REGISTRATION START DAT		REGISTRATION END DATE

PURPOSE AND RATIONALE OF THE QUALIFICATION

This qualification will contribute to increasing levels of efficiency and effectiveness and will develop a common integrated and co-ordinated approach to transport or other related incident management. It provides learners with a formal qualification that allows for recognition, further mobility and transportability. A person acquiring this qualification will be able to have an understanding of transport or other related incidents, transport or other related incident management, protocols and planning. The learner will be able to obtain the necessary applied compeience to improve service delivery, accept responsibility and accountability for actions taken, acknowledge and recognise special expertise, improve ways to manage transport or other related incidents, make informed decisions and action plans, and use technology optimally.

The qualification aims at developing a competent and professional work force to manage a transport or other related incident. The learner is sensitised to the specific culture, opportunities and demands of the transport or other related incident management. The skills, knowledge, values and understanding demonstrated within this qualification are essential for a positive impact on social and economic transformation and upliftment within the democratic South African society.

Rationale of the qualification

This qualification provides learners with access to employment opportunities within the broader community in order to effectively and efficiently through an integrated approach, manage transport or other related incidents and to develop and implement contingency plans. Transport or other related incidents are declared where two or more agencies are involved. It reflects the need of the community, Government and employers to enable the learner to obtain the essential skills needed to facilitate a pathway for further learning and to receive recognition for existing skills and knowledge. This qualification aims to promote professionalism, work ethics and good governance. It will allow clarification of the specific roles of each discipline on a transport or other related incident. The level of flexibility within the range of electives will also allow the individual to pursue further career specialisation within managing transport or other related incidents.

RECOGNIZE PREVIOUS LEARNING?

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LEARNING ASSUMED TO BE IN PLACE

It is assumed that the leaner entering this qualification will have the following knowledge and skills:
> English at NQF level 4
> Numeracy at NQF level 4
> Communication at NQF level 4
> Computer literacy at NQF level 1
> Emergency service response at NQF level 4

Recognition of prior learning

This qualification may be achieved in part or completely through the recognition of prior learning, which includes formal, informal and non-formal learning and work experience. The learner should be fhoroughly briefed on the mechanism to be used and support and guidance should be provided. Care should be taken that the mechanism used provides the learner with an opportunity to demonstrate competence and is not so onerous as to prevent learners from taking up the RPL option towards gaining a qualification.

QUALIFICATION RULES

EXIT LEVEL OUTCOMES

Qualifying learners are able to:

1. Apply self and business management principles to establish and manage effective workplace relationships by utilising business skills and processes; and communication skills.
2. Assess and analyse an incident in the context of the district, provincial, national and international environment.
3. Establish a joint an incident management team.
4. Co-ordinate and manage an incident management team.
5. Provide and maintain continuous evaluation and feedback of an incident.

ASSOCIATED ASSESSMENT CRITERIA

1.
> Competing demands are prioritised to achieve personal, team and the organisation's goals and objectives
> Technology is used efficiently and effectively to manage work priorities and commitments
> Information to achieve work responsibilities is collected from appropriate sources
> The methods used in communication is appropriate to the audience and takes into account social and cultural diversity
> People are treated with integrity, respect and empathy regardless of culture, gender, class, "race" and belief systsms
> The organisation's social, ethical, and business standards are used to develop and maintain positive relationships aligned to human rights
> Problems are identied and analysed during conflict resolution and action is taken *to* rectify the situation with minimal disruption to periormance

2.
> Incidents are assessed and analysed utilising the political, economic, social, technological and environmental factors applicable to transport or other related incident management
> Incident scenes are isolated and secured consistent with the geography and topography relevant to transport or other related incidents management
> Incident management is established demonstrating a clear knowledge of the roles, functions, scope and mandates of various agencies involved in responding to incidents
> Sectors are set up in accordance with standard operating procedures
> Incidents involving hazardous materials and conditions are identified and dealt with in accordance with operational procedures

3.
> A joint management team is established and managed to effectively deal with an incident
> An incident management plan is developed to address the requirements of effectively addressing the incident
> The incident plan is implemented effectively

4.
> Management and co-ordination principles are applied for effective resolution to the incident.
> Resources are mobilised to meet requirements of the operation
> Various support structures are established, managed and maintained before during and post the incident.
> Evidence is preserved to ensure that the incident management process is successfully concluded

5.
> Verbal and non-verbal communication skills are used effectively in transport or other related incident management

> Systems, standard operating procedures, protocols and equipment are continuously reviewed and updated
> Recommendations are made, using appropriate methods and statistics to update and review transport or other related incident management
> Debriefing sessions are conducted for successful conclusion of the intervention and continuous improvement practises

Integrated Assessment

The applied competence (practical, foundational and reflexive competencies) of this qualification will be achieved if a candidate is able to explain the broad context and concept of transport or other related incident management in South Africa and the greater environment. This will enable a learner to apply and maintain standard operating procedures and protocols in order to assist and support the achievement of the objectives of transport or other related incident management.

The effective use of technology, communication skills, literacy, decision-making and numeracy as well *as* self management and life skills must be assessed. Furthermore the world as a set of related systems must be assessed during any combination of practical, foundational and reflexive competencies assessment methods and tools to determine the whole person development and integration of applied knowledge and skills.

A detailed portfolio of evidence is required to prove the applied competencies of the learner.

Assessors and moderators should develop and conduct their own integrated assessment by making use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

INTERNATIONAL COMPARABILITY

South Africa has a world class and highly sophisticated transport system. It is imperative to keep transportation means open to ensure continuous economic development e.g. Incidents could have a nagative impact on the transport of necessary goods. It is therefore important to develop a qualification that will underpin the objectives of the NQF, especially with regards to economic and social development, as well as to compare this qualification with international qualifications. In selecting countries for international comparison it is important to consider countries where the economic context in which the qualification is to be used is similar to the South African context. Ideally, the South African incident management qualification should be compared to qualifications from a country with a developed economy and a second developing country with an emerging economy in order to include contexts that have similarities to the South African situation. Canada and Malaysia have been chosen. The following websites were searched for qualifications that relates to incident management.
> Transport Research Board: www.trb.org
> International codes on transportation of hazardous material and goods: http://hazmat.dot.gov
> Ministry of Transportation: Ontario: www.tc.gc.ca

Various reports on Freeway Traffic Management are available, but no "qualification" could be identified. The reports deal with issues of improved safety, optimisation of real capacity of highways and better service delivery to motorists. It also deals with Highway maintenance procedures dealing with hazardous material incidents.

An attempt to do a comparison with a country with an emerging economy, the following websites were searched:
> Malaysian Accrediting Body: Lenbaga Akreditasi Negara: www.lan.gov.mv
> Mexican Accrediting Body: COPAES: www.copaes.org.mx
> National Assessment and Accreditation Council (India): www.naac-india.com
> Nigeria: www.nigeria.com

This qualification could not be compared to a qualification in a country with an emerging economy because the websites are not presented in English or there is no information available on the accreditation of learning programmes against national unit standards and/or qualifications. Some of the websites are inaccessible and limited relevant information is available e.g. education in schools.

No international comparison could therefore be found. From consultation with the various stakeholders involved in the generation of these standards, it was found that no such qualification exists in any of the South African Developing Countries and that they are looking towards South Africa to take the **lead.**

ARTICULATION OPTIONS

This qualification is a first for learners dealing with transport or other related incidents. It is intended for learners who deal with incidents on a daily basis (emergency management services, fire and rescue, SAPS, SANDF, SANRAL) and will enable the qualifying candidate to progress to learning for other qualifications such as providing entry to any other related qualifications. There are unit standards that relates to the following qualifications:
> National Certificate in Project Management: NQF level 4
> Health and safety

MODERATION OPTIONS

> Anyone assessing a learner or moderating the assessment of a learner against this Qualification and Unit Standards must be registered as an assessor with the relevant ETQA.
> Any institution offering learning that will enable the achievement of this Qualification and Unit Standards must be accredited as a provider with the relevant ETQA.
> Assessment and moderation of assessment will be overseen by the relevant ETQA according to the ETQA's policies and guidelines for assessment and moderation; in terms of agreements reached around assessment and moderation between ETQAs (including professional bodies);
> Moderation must include both internal and external moderation of assessments at exit points of the qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual unit standards, exit level outcomes as well as the integrated competence described in the qualification.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

For an applicant to register as an assessor, the applicant needs:
> Assessment competencies and subject matter experience of the assessor can be established by recognition of prior learning.
> Well developed interpersonal skills, subject matter and assessment experience.
> To be competent in the planning and conducting assessment of learning outcomes as described in the unit standards Plan and Conduct assessment of Learning outcomes NQF level 5.
> Well developed subject matter experience within the areas of transport or other related incident management, legislation, the concept of transport or other related incident management, and transport or other related incident management processes.
> A relevant tertiary qualification and/or 5 years experience in the relevant field.
> To be registered with the relevant Education and Training Quality Assurance Body.
> Detailed documentary proof of educational qualification, practical training undergone, and experience gained by the applicant must be provided (Portfolio of evidence).

NOTES

The elective unit standard category is open ended to allow the learner to choose the 20 credits associated to the elective unit standards from any discipline that would add value to the purpose of the qualification or the learners own development on a learning pathway.

Management of an incident: Person who accepts responsibility to facilitate the incident in order to ensure maximum co-ordination of all resources on a scene.

UNIT STANDARDS
(Note: A blank space after this line means that the qualification is not based on Unit Standards.)

	UNIT STANDARD ID AND TITLE	LEVEL	CREDITS	STATUS
Core	10135 Work as a project team member	Level 4	8	Registered
Core	10136 Plan, organisa and support project meetings and workshops	Level 4	4	Registered
Core	13224 Monitor the application of safety, health and environmental protection procedures	Level 4	4	Registered
Core	13947 Motivate a team	Level 4	6	Registered
Core	13951 Demonstrate knowledge and understanding of the Occupational Health and Safety Act 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	4	Registered
Core	14048 Apply Self Management Concepts	Level 4	3	Registered
Core	119031 Assess and analyse an incident	Level 5	6	Draft - Prep for P Comment
Core	119032 Identify ana deal with dangerous goods	Level 5	13	Draft - Prep for P Comment

core	119033 Implement an Incident Management Plan	Level 5	6	Draft - Prep for P Comment
core	119034 Develop an incident management plan	Level 5	6	Draft - Prep for P Comment
Core	119035 Isolate and secure a scene	Level 5	6	Draft - Prep for P Comment
Core	119036 Provide support structure	Level 5	5	Draft - Prep for P Comment
core	119037 Establish incident management	Level 5	8	Draft - Prep for P Comment
Core	119038 Preserve evidence on a scene	Level 5	3	Draft - Prep for P Comment
Core	119039 Set up sectors	Level 5	6	Draft - Prep for P Comment
core	119040 Conduct a debriefing meeting	Level 5	8	Draft - Prep for P Comment
core	119043 Establish and manage a joint management team	Level 5	6	Draft - Prep for P Comment
Elective	12432 Use mathematical and statistical techniques effectively	Level 5	20	Registered
Elective	14144 Assessing and using data, and liasing with relevant stakeholders to ensure required resources are in place for a disaster	Level 5	15	Registered
Elective	116787 Plan. monitor and control the financial resources for a small company or business unit	Level 5	10	Registered
Fundamental	9224 Implement policies regarding HIV/AIDS in the workplace	Level 5	4	Reregistered
Fundamental	12433 Use communication techniques effectively	Level 5	8	Registered
Fundamental	14609 Participate in management of conflict	Level 5	4	Registered
	15225 Identify and interpret related legislation and its impact on the team, department or division and ensure compliance	Level 5	4	Registered
Fundamental	114226 Interpret and manage conflicts within the workplace	Level 5	8	Registered

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UNIT STANDARD: 1

Assess and analyse an incident

SAQA US ID	UNIT STANDARD TITLE			
119031	Assess and analyse an incident			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Transport and Logistics Operations		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Services		Transport, Operations and Logistics		
UNIT STANDARD CODE		UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-TOL-0-SGB T&LO		Regular	Level 5	6

SPECIFIC OUTCOME 1

Respond to an incident.

SPECIFIC OUTCOME 2

Declare an incident.

SPECIFIC OUTCOME 3

Predict and respond to a hazard.

SPECIFIC OUTCOME 4

Identify agencies to deal with incident.

SPECIFIC OUTCOME 5

Determine resource provision.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 2

Conduct a debriefing meeting

SAQA US ID	UNIT STANDARD TITLE			
119040	Conduct a debriefing meeting			
SGB NAME		ABET BAND	PROVIDER NAME	
SGB Transport and Logistics Operations		Undefined		
FIELD DESCRIPTION		SUBFIELD DESCRIPTION		
Services		Transport, Operations and Logistics		
UNIT STANDARD CODE		UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-TOL-0-SGB T&LO		Regular	Level 5	8

SPECIFIC OUTCOME 1

Coordinate and meet all agencies.

SPECIFIC OUTCOME 2

Evaluate roles of various agencies.

SPECIFIC OUTCOME 3

identify areas of success and concerns.

SPECIFIC OUTCOME **4**

Follow through and implement recommendations.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: 3

Develop an incident management plan

SAQA US ID	UNIT STANDARD TITLE		
119034	Develop an incident management plan		
SGB NAME	**ABET BAND**	**PROVIDER NAME**	
SGB Transport and Logistics Operations	Undefined		
FIELD DESCRIPTION	**SUBFIELD DESCRIPTION**		
Services	Transport, Operations and Logistics		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**	**CREDITS**
SRV-TOL-O-SGB T&LO	Regular	Level 5	6

SPECIFIC OUTCOME   1

Initialise and evaluate necessity for an incident management plan.

SPECIFIC OUTCOME   2

Evaluate possibls critical insidents.

SPECIFIC OUTCOME   3

'Design appropriate incident management plans.

SPECIFIC OUTCOME   4

Simulate and monitor the implementation of the plan.

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UNIT STANDARD: 4

Establish and manage a joint management team

SAQA US ID	*UNiT STANDARD TITLE*		
119043	Establish and manage a joint management team		
SGB NAME	*ABET BAND*		*PROVIDER NAME*
SGB Transport and Logistics Operations	Undefined		
FiELD DESCRIPTION	*SUBFIELD DESCRIPTION*		
Services	Transport, Oparations and Logistics		
UNIT STANDARD CODE	*UNIT STANDARD TYPE*	*NQF LEVEL*	*CREDITS*
SRV-TOL-O-SGB T&LO	Regular	Level 5	6

SPECIFIC OUTCOME I

Identify relevant experts who will form the joint management team.

SPECIFIC OUTCOME 2

Identify and appoint a coordinator.

SPECIFIC OUTCOME 3

Manage the team.

SPECIFIC OUTCOME 4

Complete the required reports and documentation.

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UNIT STANDARD: 5

Establish incident management

SAQA USID	*UNIT STANDARD TITLE*			
119037	Establish incident management			
[SGB NAME	*[ABET BAND*		*PROVIDER* NAME	
SGB Transport and Logistics Operations	Undefined			
FIELD DESCRIPTION	*SUBFIELD DESCRIPTION*			
Services	Transport, Operations and Logistics			
UNIT STANDARD CODE	*UNIT STANDARD TYPE*	*NQF LEVEL*		*CREDITS*
SRV-WHR-5-SGB T&LO	Regular	Level 5		8

SPECIFIC OUTCOME   1

Establish forward control point and management of all operations directly applicable to the incident.

SPECIFIC OUTCOME 2

Collect, evaluate, disseminate and use information of the incident and resources.

SPECIFIC OUTCOME 3

Provide facilities, services, material and support to all the agencies directly involved with the incident.

SPECIFIC **OUTCOME** 4

Establish monitoring procedures and keeping records.

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UNIT STANDARD: 6

Identify and deal with dangerous *goods*

SAQA US ID	UNIT STANDARD TITLE			
119032	Identify and deal with dangerous goods			

SGB NAME	ABET BAND	PROVIDER NAME	
SGB Transport and Logistics Operations	Undefined		

FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Transport, Operations and Logistics		

UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-TOL-0-SGB T&LO	Regular	Level 5	13

SPECIFIC OUTCOME   1

Understand and apply different types of dangerous goods Legislation, Protocols and Conventions.

SPECIFIC OUTCOME   2

Identify protective action factors.

SPECIFIC OUTCOME   3

Apply protective actions.

SPECIFIC OUTCOME   4

Apply safety precautions.

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UNIT STANDARD: 7

Implement an incident Management Plan

SAQA US ID	*UNIT STANDARD TITLE*		
119033	Implement an Incident Management Plan		
SGB NAME	*ABET BAND*	*PROVIDER NAME*	
SGB Transport and Logistics Operations	Undefined		
FIELD DESCRIPTION	*SUBFIELD DESCRIPTION*		
Services	Transport, Operations and Logistics		
UNIT STANDARD CODE	*UNIT STANDARD TYPE*	*NQF LEVEL*	*CREDITS*
SRV-TOL-0-SGB T&LO	Regular	Level 5	6

SPECIFIC OUTCOME 1

Conduct an incident situational analysis.

SPECIFIC OUTCOME 2

Determine and implement a plan of action.

SPECIFIC OUTCOME 3

Monitor and evaluate the implemented plan.

SPECIFIC OUTCOME 3

Clean up the Incident Management Taam.

SPECIFIC OUTCOME 5

Demobilise the Incident Management Team.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD: *8*

isolate and secure a scene

SAQA US ID	UNIT STANDARD TITLE		
119035	Isolate and secure a scene		
SGB NAME	**ABET BAND**		**PROVIDER NAME**
SGB Transport and Logistics Operations	Undefined		
FIELD DESCRIPTION	**SUBFIELD DESCRIPTION**		
Services	Transport, Operations and Logistics		
UNIT STANDARD CODE	**UNIT STANDARD TYPE**	**NQF LEVEL**	**(CREDITS**
SRV-TOL-O-SGB T&LO	Regular	Level 5	6

SPECIFIC OUTCOME **1**

Close routes and identify alternative routes.

SPECIFIC OUTCOME 2

Cordon off the scene.

SPECIFIC OUTCOME 3

Develop an evacuation plan.

SPECIFIC OUTCOME 4

Mobilise and dispatch resources.

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UNIT STANDARD: 9

Preserve evidence on *a* scene

SAQA US ID	UNIT STANDARD TITLE		
119038	Preserve evidence on a scene		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Transport and Logistics Operations	Undefined		
FIELD DESCRIPTION	SUBFIELD DESCRIPTION		
Services	Transport, Operations and Logistics		
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-TOL-O-SGBT&LO	Reaular	Level 5	3

SPECIFIC OUTCOME   1

Conduct preliminary assessment of the incident,

SPECIFIC OUTCOME   2

Assess and secure evidence.

SPECIFIC OUTCOME   3

Secure the scene and apply access control.

SPECIFIC OUTCOME   4

Protect and preserve the evidence and document findings.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNiT STANDARD: 10

Provide support structure

SAQA US ID	*UNIT STANDARD TITLE*			
119036	Provide support structure			
*SGB **NAME***	***ABET BAND***		*PROVIDER NAME*	
SGB Transport and Logistics Operations	Undefined			
FIELD DESCRIPTION	*SUBFIELD DESCRIPTION*			
Services	Transport, Operations and Logistics			
*UNIT STANDARD **CODE***	***UNIT STANDARD*** *TYPE*		*NQF LEVEL*	*CREDITS*
SRV-TOL-0-SGB T&LO	Regular		Level 5	5

SPECIFIC OUTCOME   1

Identify and provide support structures.

SPECIFIC OUTCOME **2**

Identify and organise relevant equipment and materials.

SPECIFIC OUTCOME 3

Identify and mobilise specialists.

SPECIFIC OUTCOME **4**

Establish and set-up a communication post.

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UNIT STANDARD: 11

Set up sectors

SAQA US ID	*UNIT STANDARD TITLE*			
119039	Set up sectors			
SGB NAME		*ABET BAND*	*PROVIDER NAME*	
SGB Transport and Logistics Operations		Undefined		
FIELD DESCRIPTION		*SUBFIELD DESCRIPTION*		
Services		Transport, Operations and Logistics		
UNIT STANDARD CODE		*UNIT STANDARD TYPE*	*NQF LEVEL*	*CREDITS*
SRV-TOL-0-SGB T&LO		Regular	Level 5	6

SPECIFIC OUTCOME 1

Determine, identify and establish an incident command post.

SPECIFIC OUTCOME 2

Establish access and egress routes to the scene and within the scene.

SPECIFIC OUTCOME 3

Identify and establish casualty, treatment, safety and rest areas.

SPECIFIC OUTCOME 4

Identify and establish areas for support functions.