



# **NATIONAL HIGHWAY SECTOR SCHEMES FOR QUALITY MANAGEMENT IN HIGHWAY WORKS**

## **SCHEME No 7**

**Particular Requirements for the Application of ISO 9001:2015**

**FOR**

**THE APPLICATION OF ROAD MARKING MATERIALS  
& ROAD STUDS TO PAVED SURFACES**

(Issue 5 [9001:2015], May 2020)

Published by the Sector Scheme Advisory Committee for NHSS7

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## **Foreword**

### **Publishing information**

This document is published by Lantra on behalf of the National Highway Sector Scheme #7 Committee for THE APPLICATION OF ROAD MARKING MATERIALS & ROAD STUDS TO PAVED SURFACES.

This document supersedes NHSS #7 **Issue 4** which is withdrawn.

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# DOCUMENT CONTROL

## Issue Statement

Issue	Amendments
Issue 5 [9001:2015]	Fifth Issue SSD modified to account for change from UKAS to Lantra. M7 traffic management qualification added to Appendix G1 as a priority requirement. 7.2.8 – Updated to state that unregistered operatives shall be supervised by experienced operative. 7.2.8 – Updated to state that an operative can receive a green labourer card if they have previously had a CSCS card, until they are registered on the Specialist Applied Skills Programme. 7.2.8 – Definition of “Unregistered Road Marking Operative” included.

Previous issues of SSDs are shown in Appendix Z .

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# **Composition of the Sector Scheme Advisory Committee, Exclusion of Liability, Copyright and Selection of Certification Body**

## **Composition of Sector Scheme Advisory Committee**

### **Full Members**

ADEPT - Association of Directors of Environment, Economy, Planning & Transport

DfT – Department for Transport

HE - Highways England

SGS (Lead Certification Body)

Road Safety Markings Association (RSMA)

Transport NI

### **Exclusion of Liability**

The Sector Scheme Advisory Committee for this SSD:

1. has and accepts no liability whatsoever for any failure of any system or systems assessed under this Sector Scheme Document or for the quality, fitness for purpose, or safety of any product or service which is the subject of such assessment
2. does not provide any representation or warranty as to any aspect of any such system, product or service, and
3. hereby expressly excludes all and any liability or responsibility (however alleged to arise) for or in connection with the provision of any service or product or any use of any product, all and any such liability or responsibility attaching exclusively to the producer (or user as the case may be) thereof.

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### **Selection of Certification Body**

It is important to note that due to the specific requirements for assessor competence required by this Sector Scheme a technical expert may be appointed by the NAB following advice from the Sector Scheme Advisory Committee to assist the NAB in the assessment of Certification Bodies (CB) as described in Appendix G.

Prospective companies seeking registration under this scheme should ensure that they engage a Certification Body accredited by the NAB to assess against the requirements of this SSD.

Specifiers, consultants, engineers etc. that require confirmation of compliance with the Contract Specification in respect of the supply of products/materials should confirm the current status of the quality management system certificate issuer and that specific reference is made to this Sector Scheme on the Certificate of Registration (See Appendix K). (Also see Appendix L – Guidance to Clients)

## **Implementation**

### **Issue 5 [9001:2015]**

Issue 5 of this SSD will be fully implemented 12 months after its publication by the NAB on its web site.

Note: In addition, the scheme will be included in Appendix A of the Specification for Highway Works (SHW) as a mandatory requirement for suppliers contracted to the Highways England where the SHW is a contractual document. Separately the document may be called up in specific contracts as necessary. This deferral in implementation is intended to allow new applicants and certification/inspection bodies sufficient time to comply with the particular requirement given in this document.

For changes to existing schemes a transitional period of twelve months from the date of availability (by the NAB) is provided to companies who have obtained registration to this NHSS.

### **Subsequent Issues**

This issue of the SSD is to be implemented immediately from the date of publication on the NAB website for assessments unless specified otherwise below. Existing assessments will continue to be valid until the following assessment carried out by the accredited Certification Body.

Note 1: Following publication of the document the organization should implement the changes in time for their next assessment visit by the Certification Body.

Note 2: The Certification Body should assess the organization against the latest edition of the existing scheme within fourteen months of date of implementation.

Note 3: The NHSS document is date specific; however the organization shall have procedures in place to ensure that the latest version is always available. Organizations should be aware that utilization of internet search engines may result in out of date references being identified/called up.

## Introduction

- 1 This Sector Scheme Document (SSD) relates to the quality management system requirements for the road markings to paved surfaces. It sets out to identify common particular requirements/particular applications of ISO 9001:2015 for organizations and Certification Bodies engaged in the sector, and the minimum qualifications that an assessor/auditor requires. The document shall be read in conjunction with ISO 9001:2015.
- 2 This Sector Scheme is one of the series of National Highway Sector Schemes (NHSSs), which have been developed as bespoke integrated management schemes within an ISO 9001 framework to provide particular requirements/applications for ISO 9001:2015 as applicable to a particular infrastructure related activity/industry within the United Kingdom.
- 3 Separate Sector Scheme Advisory Committees (SSACs) for each activity within the sector provide advice to the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory and expert representation is drawn from all sides of industry. Each SSACRM determines the particular requirements for ISO 9001 in relation to the requirements of their particular activity and comes to a consensus on the minimum levels of workmanship, services, products, testing, and the training and competency of personnel, as appropriate, required to meet specification requirements as well as identified requirements in respect of environmental and health & safety and other aspects. The details are contained in the individual Sector Scheme Documents (SSDs). Following the publication of a revised ISO 9001, the committees will review their documents to ensure alignment with the revised ISO 9001 to ensure that the SSD does not conflict with the international standard prior to withdrawal of the 2008/previous edition of the standard.
- 4 The individual NHSS technical advisory committees are overseen by the National Highway Sector Scheme Liaison Committee (NHSSLC). This Committee provides a forum for discussion on the effectiveness of the Sector Schemes and co-ordinates developments so that they can be uniformly taken forward by each of the NHSS technical advisory committees. It is also the venue where dialogue with the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory and the Certification Bodies on the application of the Sector Schemes takes place.
- 5 NHSSs together with ISO 9001 are designed to:
  - Provide an industry benchmark
  - Identify risks and opportunities
  - Ensure that all processes are planned
  - Provide a basis for continual improvement
  - Focus on quality as an objective
  - Reduce costs for Client and organization
  - Provide and maintain a properly trained and competent workforce
  - Involve all sides of industry in scheme ownership within a partnership framework
  - Provide the basis for the technical knowledge and experience that Certification Body auditors will use in the sector concerned
  - Promote confidence in quality management systems through provision of a robust transparent system
- 6 This Sector Scheme shall apply where specified by the Client in their Contract Documents.
- 7 In using this Sector Scheme users are required to use best practice such as specifying any other relevant NHSSs as appropriate to the nature of the work being undertaken. Where traffic management is required companies should either employ a relevant National Highway Sector Scheme registered company or, where applicable, have skilled registered traffic management personnel qualified to meet the requirements of NHSS12D, as agreed with the NHSS 12D Committee, relevant to contract requirements and risk assessments. For work carried out on high speed dual carriageways and motorways the organization installing temporary traffic management measures should always be registered to NHSS 12A/B and/or 12C.



- 8 The use of the SHW as the basic document for procuring highway works by other highway authorities would normally automatically call up compliance with ISO 9001 and this SSD within SHW Appendix A. It should also be noted that NHSSs are mandatory for Highways England contracts and suppliers within the supply chain are required to demonstrate compliance with the requirements of ISO 9001:2015 and this SSD as part of their continual improvement within their ISO 9001:2015 registration. Other owners of infrastructure may also require their suppliers to comply with this Sector Scheme.
- 9 The SSD is a live document and date specific with the SSAC reviewing it at least once a year. Those using the document are required to ensure that they have the current version of the document. The SSD may currently be obtained by visiting the Lantra website (<https://www.lantra.co.uk/schedule-suppliers>) from where the document can be downloaded. Organizations should be aware that utilisation of internet search engines may result in out of date references being identified/called up.
- 10 Lantra hosts the register of organizations on their website ([www.scheduleofsuppliers.co.uk](http://www.scheduleofsuppliers.co.uk), [sosadmin@lantra.co.uk](mailto:sosadmin@lantra.co.uk)). This is a self-registration list and it is a requirement of this scheme that organizations register their details on this website and keep them up to date; Certification Bodies will check that the organization is registered on the website together with all relevant information, including a pdf copy of the current certificate of registration that the Certification Body issues and any other specific documentation to be uploaded specified by this SSD, prior to annual and surveillance visits

#### 11 Scheme feedback

Any observations, complaints or feedback relating to the operation of this document and the scheme should be addressed using the procedures given in Appendices J1, J2 or J3 as appropriate. Appendix J1 is to be used for observations and general queries concerning the document and general feedback. Appendix J2 relates to the assessment process carried out by Certification Bodies. Appendix J3 relates to policing of the scheme.

Completed J1 forms should be sent to the Scheme Contact (see below).

Completed J2 forms should be sent directly to the relevant Certification Body.

Completed J3 forms should be sent to the relevant Highway Authority, client or HSE as appropriate and indicated on the form

#### 12 Scheme Contact

##### **NHSS7 Committee Secretary**

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# Particular Requirements for the Application of ISO 9001:2015

## 1. SCOPE

“The International Standard specifies requirements for a quality management system when an organization:

- a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

All the requirements of the International Standard are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides.

NOTE 1 In the International Standard, the terms “product” or “service” only apply to products and services intended for, or required by, a customer.

NOTE 2 Statutory and regulatory requirements can be expressed as legal requirements.”

The scope of this SSD together with ISO 9001:2015 covers the quality management system requirements to be established by organizations providing the application of road marking materials & road studs to paved surfaces including the following:

a) Thermoplastic Systems

- 1) Hand screed
- 2) Raised rib
- 3) Extrusion
- 4) Spray
- 5) Preformed Systems

b) Paint Systems

- 1) Spray
- 2) Airless spray
- 3) Extrusion
- 4) Hand Screed

c) Tape Systems

- 1) Permanent
- 2) Temporary

d) Road Studs

- 1) Inset
- 2) Surface mounted
- 3) Anchored

This document provides particular requirements for the application of this scheme additional to the requirements of ISO 9001:2015 for this industry and shall be compliant with that standard. The SSD applies to the organization or that part of the organization complying with this SSD (see Appendix K)

This scheme is not intended to replace other management system requirements or other contractual requirements.

## 2. NORMATIVE REFERENCE

The following normative documents contain provisions which constitute provisions of ISO 9001 Quality Management Systems – Requirements:

- ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary
- ISO 9001:2015 Quality Management Systems – Requirements and normative references within it
- ISO 9004:2018 Quality management -- Quality of an organization -- Guidance to achieve sustained success
- NHSS 0 – Guide to the identification, Development Management and Certification of National Highway Sector Schemes.

### 3. TERMS, DEFINITIONS AND ABBREVIATIONS

3.1 For the purpose of this Sector Scheme Document the terms and definitions given in ISO 9000:2015 and NHSS 0 apply (some terms from ISO 9000:2015 are reproduced below; the full list in ISO 9000:2015 should be referred to) with additions listed in the table below:

Provider	<p>This term is the preferred term used in ISO 9001:2015 in place of “supplier”, which was used in ISO 9001:2008. The terms are synonymous.</p> <p>The SSACRM should check as necessary to fit with their scheme.</p>
Accreditation	<p>The assessment of the competence of Certification Bodies to assess to this scheme. This role can be undertaken by UKAS or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory with a scope which includes this sector scheme.</p>
Application of Road Marking/ Road Stud	<p>Is deemed to include the following activities: application of a road marking and/or removal of a road marking (by manual or mechanical means); installation and/or removal of road studs (surface mounted or inset).</p>
Certificate of Registration	<p>A certificate issued by a UKAS accredited Certification Body certifying that the holder operates a Quality Management System complying with BS EN ISO 9001 and this Document.</p>
Client	<p>The body for which the work is being carried out e.g. Highway Authority and its nominated representative.</p>
Contract Specification	<ol style="list-style-type: none"><li>1. Manual of Contract Documents for Highway Works: Volume 1: Specification for Highway Works or as specifically required in the contract documents</li><li>2. Contract Specific Appendices</li><li>3. The Contract Drawings</li></ol>
Customer	<p>The body and its nominated representative engaging the organization for the purpose of the work described in this SSD (the main contractor where the organization is a subcontractor).</p>
Designer	<p>The person responsible for converting requirements into design output in the form of drawings, specifications, plans, instructions etc.</p>
Installation	<p>The process of assembling, putting in place and testing the laid materials in accordance with manufacturer’s instructions and the requirements of a contract.</p>
Maintenance	<p>The process of regular inspection, assessment and subsequent restoration of an installed product to keep it in good condition and working order.</p>
Organization	<p>The body responsible for the supply of materials,</p>

	application/installation, maintenance and removal of road marking materials (See ISO9000:2015 clause 3.2.1).
Organization's Manager	The person named in the organization's Quality Plan as having managerial responsibility for the road marking operations.
Quality Management System	The organization's organizational structure, responsibilities, procedures, processes and resources for implementing Quality Management to BS EN ISO 9001.
Quality Plan	The document setting out the specific quality practices, resources and sequence of activities relevant to the contract (see Appendix A).
Road Marking Lead Operative*	The certified operative (e.g. Chargehand, Ganger, Foreman) named in the organization's Quality Plan as having the responsibility, training and experience to establish and control the marking operation to meet the requirements of the Contract Specification (including signing off the work, see clause 8.6).
Road Marking Materials	All types and sub-types as listed in the scope.
Road Marking Operative*	A certified operative who works under the control of a Road Marking Lead Operative and is directly involved with the application/installation maintenance or removal of road marking materials.
Road Marking Operative Implementing Traffic Management	A certified operative who works under the control of a Road Marking Lead Operative and is directly involved with the application/installation maintenance or removal of road marking materials and duly qualified to an appropriate level (for the operations undertaken). See Appendix M: Guidance for registered companies in relation to NHSS 12D, which identifies the level of qualification required for the various levels of operation undertaken.
"shall"	"Used to indicate a requirement strictly to be followed in order to conform to the standard and from which no deviation is permitted. (See ISO Directives Part 3:1997, Annex E)" (reference "Guidance on the terminology used in ISO 9001: 2015 and ISO 9004: 2009". (This definition differs to that in ISO9001:2015).
"should"	"The term "should" is used in this document to indicate recognised means of meeting the requirements of the standard (ISO 9001). An organization can meet these in an equivalent way provided this can be demonstrated to a Conformity Assessment Body (CAB) (Certification Body)." (This definition differs to that in ISO9001:2015).
Supervisor	Individual named in the organizations quality plan as having responsibility for the supervision of road marking crews and sites. A supervisor will have the training and experience to oversee the work, often from a situation remote of the marking operation but

with responsibility for its contractual specifications.

Supply/provision	The making available of the necessary product(s) for use to meet the requirements of a contract.
Technical Manager*	The person responsible for the technical interpretation and implementation of the requirements of the Contract Specification.
Trainee Road Marking Operative	An operative receiving training under the direct control of a certified operative on a one to one basis and is formally registered as a Road Marking Trainee. (see Para 7.2)

\*For minor contracts, some roles may be combined. The Road Marking Lead Operative shall be site based.

3.2 For the purpose of this Sector Scheme Document the abbreviations in NHSS 0 Part 5 shall apply except where listed in the table below:

ADEPT	Association of Directors of Environment, Economy, Planning & Transport
BSI	British Standards Institution
CB	Certification Body (Accredited by UKAS or equivalent)
CDM	Construction Design Management (Regulations)
CSCS	Construction Skills Certification Scheme
CSR	Construction Skills Registration
CS	ConstructionSkills
DfT	Department for Transport
DMRB	Design Manual for Roads & Bridges
GG102	(Standard for) quality management systems for highway design
GG104	Standard for Safety Risk Assessment on the Strategic Road Network
T(NI)	Transport (Northern Ireland)
HE	Highways England
HSE	Health and Safety Executive
MCHW	DfT Manual of Contract Documents for Highway Works
NHSS	National Highway Sector Scheme
NHA	National Highways Academy
NHAAS	National Highways Academy Accreditation Service
NVQ/SVQ	National Vocational Qualification/Scottish Vocational Qualification
ORAS	Operatives Refresher and Assessment Scheme
RSMA	Road Safety Markings Association
SQA	Scottish Qualification Authority
SSD	Sector Scheme Document
SSACRM	Sector Scheme Advisory Committee Road Marking (For NHSS7)
STANSPEC	RSMA Standard Specification Document
TSO	The Stationery Office
UKAS	United Kingdom Accreditation Service (The United Kingdom National Accreditation Body) or any recognised European Union National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory with a scope which includes a (UK) National Highway Sector Scheme)

Note: The terms and definitions given in ISO 9000:2015 remain applicable.

## 4 to 10 QUALITY MANAGEMENT SYSTEM REQUIREMENTS

### Particular Requirements ISO 9001:2015

#### Introduction

This document shall be read in conjunction with the requirements of ISO 9001:2015

Clause/Paragraph numbers in this section refer to the appropriate paragraphs of ISO 9001:2015. The requirements of ISO 9001:2015 are deemed to apply unless specific additions are required. Where 'no particular requirements' are recorded under an ISO 9001 clause heading this means that it is not considered necessary to provide a particular requirement for that clause.

The particular requirements given below are to assist in the clarification of the ISO 9001 text for the relevant activity, no inference should be made that ISO 9001 requirements are diluted or deleted because of this particular requirement.

#### **4 Context of the organization**

##### **4.1 Understanding the organization and its context**

No specific particular requirement

##### **4.2 Understanding the needs and expectations of interested parties**

Interested parties shall include the Customer, Client and other contractors, and those that interact with or use the Client's infrastructure e.g. the general public including travelling public, emergency services and other relevant organizations and stakeholders.

##### **4.3 Determining the scope of the quality management system**

1. The organization shall list those activities from paragraph 1.1 for which it is seeking registration.
2. Consideration shall be given to outsourced services and how those outsourced services are controlled.

##### **4.4 Quality management system and its processes**

###### **4.4.1** The organization shall operate a quality management system to ISO 9001:2015 and this SSD.

###### **4.4.2** The organization shall have a process in place to record/update their registration to this sector scheme on the Schedule of Suppliers website <https://www.scheduleofsuppliers.co.uk/> immediately following confirmation of their certification to the sector scheme from the certification body and thereafter check its suitability annually. (See Appendix O for information). See also 8.2.1.

The organization shall notify Lantra's NHSS Schedule of Suppliers if Certification is suspended or withdrawn. (email - [scheduleofsuppliers@lantra.co.uk](mailto:scheduleofsuppliers@lantra.co.uk)).

## **5 Leadership**

### **5.1 Leadership and commitment**

#### **5.1.1 General**

The organization's policy document shall include top management support for this NHSS.

Note – the term “top management” is defined in ISO 9000:2015 (3.1.1) and variations from the norm may differ for individual organizations.

#### **5.1.2 Customer focus**

Note, ISO 9000:2015 (Clause 3.2.4) defines “customer”, which includes “client”. This document distinguishes between these two terms and references these in section 3. It is important to ensure that both elements are addressed here by the organization.

- (i) Processes for determining customer requirements shall consider the interaction with other works, the interests of the Client and the product and service end users, e.g. the general public and travelling public and other interested parties, and shall be mindful of the Client's interaction with the end users. This will include processes to minimise disruption and inconveniences.
- (ii) Safe working methods shall be documented and any deviation from these methods shall be notified to the Client/customer/ relevant interested parties as required.
- (iii) A copy of all relevant working methods and risk assessments for undertaking the works shall be available on site.

### **5.2 Policy**

#### **5.2.1 Establishing the quality policy**

The organization's quality policy statement shall include a statement of commitment to applicable National Highway Sector Schemes.

#### **5.2.2 Communicating the quality policy**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

### **5.3 Organizational roles, responsibilities and authorities**

Where a quality plan is required by the contract, relevant organizational roles, responsibilities and authorities shall be included (see Clause 7.5.1 and Appendix A).

The organization shall define who is responsible for the roles defined by this sector scheme document.

## **6 Planning**

### **6.1 Actions to address risks and opportunities**

6.1.1 The organization shall take into account the risks and opportunities relating to this NHSS.

6.1.2 No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

### **6.2 Quality objectives and planning to achieve them**



- 6.2.1** The quality objectives shall include a commitment to meet Customer and Client requirements with respect to the activities within the scope of this SSD.
- 6.2.2** No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.
- 6.3** **Planning of changes**
- No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.
- 7** **Support**
- 7.1** **Resources**
- 7.1.1** **General**
- Supply chain management:
- The organization performing the activities covered by this NHSS may be the main contractor to the Client or alternatively will be acting as a sub-contractor to the main contractor. In either case the requirements of this NHSS will only be satisfied if the organization holds a valid certificate. Main contractors which sub-contract the work covered by this NHSS must ensure that their sub-contractor holds a valid certificate relevant to the scope of works.
- 7.1.2** **People**
- Organization shall retain services of suitably qualified personnel (competence as defined in clause 7.2) in order to deliver services required by the client.
- 7.1.3** **Infrastructure**
- The organization shall determine, provide and maintain sufficient supporting services necessary to deliver the application of road marking materials and road studs to paved surfaces.
- 7.1.4** **Environment for the operation of processes**
- No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.
- 7.1.5** **Monitoring and measuring resources**
- 7.1.5.1** **General**
- The organization's system shall include documented procedures to demonstrate the manner and frequency of the inspection and calibration of inspection, measuring and test equipment necessary for the proper execution of the Contract. The frequency shall be in accordance with the requirements stated in Appendix E.
- 7.1.5.2** **Measurement traceability**
- Manufacturer's guidance for the maintenance, servicing and calibration of equipment shall be taken into account within the quality management system (See Appendix E for guidance).
- 7.1.6** **Organizational knowledge**

Reference and legal documents listed in Appendix B are the main documents relevant to this Sector Scheme. These documents are relevant at the date of issue of this Sector Scheme Document however it is the responsibility of the organization to ensure that they are using the latest issues. **This list is not exhaustive.**

The organization shall ensure that all relevant personnel have a working knowledge of the relevant parts of the documents listed in Appendix B of this schedule.

## 7.2 Competence

### General

Registration, Competence, Awareness and Training

Specific training and qualification structures have been developed for the road marking sector and are designed to ensure that essential health & safety and skill competencies are delivered to a consistent and reliable standard, in part independent of individual employers; as such these qualifications are externally accredited. Compliance with the Registration, Competency, Awareness and Training requirements are deemed to be at the heart of this Sector Scheme and compliance with these requirements is deemed crucial to the maintenance of accreditation.

#### (i & ii) Registration

All employees involved in any site based activities shall be registered with the Construction Skills Certification Scheme (CSCS) and hold a relevant CSCS Card. Black, Gold and Blue CSCS Cards are awarded to those completing the required qualifications. The card is renewed by sitting and passing the CSCS/CITB Health & Safety (Highways) Touch Screen Test. In addition to CSCS requirements all New Entrant Trainees are required to be registered to the Road Marking Specialist Applied Skills Programme as detailed below.

Note: The Construction Skills Registration (CSR) Card issued in Northern Ireland is deemed to be equivalent to a CSCS card

- Managers shall hold a 'Black' CSCS Management Card or be registered for a formal management qualification, which should be completed within two years of initial registration
- Supervisors shall hold a 'Gold' CSCS Supervisory Card or be registered for a formal supervisory qualification, which should be completed within two years of initial registration
- Operatives qualified to the required Level 2 NVQ Diploma qualification shall hold a 'Blue' CSCS Skilled Worker Card (see Para 6.2.2.2 a. - Competency)
- New entrant Operative Trainees shall hold a 'Red' CSCS Trainee Card. All operatives undertaking and or completing an NVQ in pursuance of this NHSS must be registered with an NVQ awarding body approved for the relevant NVQs. A list of the bodies accredited to assess Level 2, Level 3 and Level 6 NVQ Diplomas relevant to this sector scheme is available on the Construction Awards Alliance website.

(iii) The organization shall create and maintain a record of training and practical experience and assessment of competence for each relevant employee and worker.

(iv) The organization shall create and maintain a register/matrix of employees as part of the organization's competency management documented information. "(See Appendix D)"

(v) Competence

**a. Road Marking Lead Operatives & Road Marking Operatives**

Experienced Operatives shall be assessed to one or more of the following qualifications relevant to their area of activity:

- Level 2 NVQ Diploma Road-building – (Construction) Pavement Marking – (Manual Operations)
- Level 2 NVQ Diploma Road-building – (Construction) Pavement Marking - Machine
- Level 2 NVQ Diploma Road-building – (Construction) Pavement Marking – Road Studs

(Note: Equivalent qualifications (and related registrations) prior to 2010 restructure of NVQ qualifications are still accepted and are defined as NVQ Level 2 qualifications and remain valid under this Sector Scheme)

For details of NVQ Diploma Level 2-see Appendix C1A.

Operatives are required to obtain an NVQ within three years of commencement of employment; failure to obtain the relevant NVQ Qualification renders the operative unqualified for the activity and not conforming to the requirements of this NHSS.

All operatives shall, as a minimum, also be qualified to the requirements of Sector Scheme 12D Module T1.

The organization shall review, on a regular basis, the level of qualifications held by operatives, relative to NHSS12D activities, to ensure that the correct level of qualification is held. Details of registered Sector Scheme 12D trainers are available through either LANTRA or RSMA (contact details are shown at Paragraph 4.1 or Appendix C3).

**b. Supervisors**

Supervisors shall be required to hold or be registered for the following qualifications:

- Level 3 NVQ Diploma Occupational Work Supervision  
(Registered Candidates shall qualify within 24 months of registration and hold the appropriate CSCS Skill Card for Supervisors.)
- Site Supervisor Safety Training Scheme (SSSTS)  
(Gold CSR card is recognised as an equivalent to the SSSTS; operatives are not required to hold both)
- Sector Scheme 12D Module T1
- Sector Scheme 12D Module T7

Details of registered Sector Scheme 12D trainers are available through either LANTRA or RSMA (contact details are shown at Paragraph 4.1 or Appendix C3).

Supervisory and Management NVQs/Qualifications commenced or obtained before July 1<sup>st</sup> 2009 are deemed to be compliant to this scheme, those commenced after this date are deemed to be non-compliant.

(vi) Training

a. Qualified Operative Refresher Training

All Road Marking and Road Studding Operatives qualified to Level 2 are required to undertake an Operative Refresher Assessment Scheme (ORAS) course at 4 yearly intervals.

Operatives who have held their Level 2 Qualification for more than four years are required to have completed a Road Marking Operative Refresher course no later than June 2017 whilst operatives who have held their Level 2 Qualification for less than 4 years are required to undertake their initial refresher course before the fourth anniversary of their achieving the qualification. All registered companies shall comply with the requirement to have an ORAS Implementation Plan demonstrating their programme to secure compliance with ORAS requirements.

All companies registered to Sector Scheme 7 shall have in place an ORAS Implementation Plan that will ensure that all operatives who obtained a relevant NVQ Level 2 qualification prior to June 2011 have completed their ORAS Training by June 2017; To satisfy audit requirements a written Implementation Plan demonstrating phased qualification of all relevant operatives up to and including June 2017 shall be presented to the auditor; failure to present a plan will be deemed a major non conformity, whilst plans showing all operatives scheduled for 2017 qualification will be deemed unacceptable.

All Operatives obtaining an NVQ Level 2 after June 2011 shall still be required to obtain their ORAS Training and Qualification no later than the fourth anniversary of obtaining their relevant Level 2 qualification.

Details of Training Providers and the syllabus for the course are available from NHA Accreditation Services who act as registration body for the ORAS programme:

**NHA Accreditation Services, Unit 35 Corringham Road Industrial Estate, Gainsborough, Lincolnshire, DN21 1QB.**

Email : [info@nhaas.co.uk](mailto:info@nhaas.co.uk) , Tel No: 01427 610101

The ORAS programme maintains a database of candidates who have completed the programme.

b. New Entrant Training

The minimum training requirement for all new road-marking operatives is training through the Road Marking Specialist Applied Skills Programme.

All Trainees are required to be registered to and undertake the Road Marking Specialist Applied Skills Programme. Employers shall register, with RSMA, all newly employed unqualified operatives (with no previous road marking experience), to this scheme. Registration to the scheme should be completed within 3 months of commencing employment whilst formal training shall commence within six months of commencing employment.

All trainees undertaking the Road Marking Specialist Applied Skills Programme are issued with a log book and programme booklet as part of their work towards an NVQ Level 2 Roadbuilding – Pavement Marking Award undertaking the training modules, contained within it and appropriate to their work requirements.

The programme has been revised and provides additional training beyond that previously contained in training requirements to NHSS No. 7.

The Road Marking Specialist Applied Skills Programme operated by RSMA within a Service Level Agreement with CSkills is currently the only available recognised training programme under this NHSS; company based and/or delivered training schemes are not recognised and are deemed non-compliant.

(vii) **CSCS Registration Scheme – Certified Operatives**

All operatives holding these qualifications are required to obtain CSCS Cards through completion of a relevant Level 2 NVQ Diploma Qualification (see above).

(viii) **Personnel records relating to experience and operative designation.**

The organization shall keep the following records as a minimum.

**Record of Practical Experience:**

The organization shall create and maintain a validated Record of qualifications for each road marking charge hand and operative he employs.

Unregistered Road Marking Operatives shall be supervised by an experienced operative, qualified to Level 2 (minimum) on a 'one to one' basis. Unregistered Operatives will be required to have a minimum of two months recorded supervised experience prior to commencing the approved Road Marking Specialist Applied Skills programme.

An Unregistered Road Marking Operatives is within the first 6 months of employment and has not yet been registered for the Road Marking Specialist Applied Skills programme.

An operative who has previously had a CSCS card can get a labourers card up until registration to the Road Marking Specialist Applied Skills programme, and shall be supervised on a one-to-one basis

The registration to the above Road Marking Specialist Applied Skills, issue of a logbook, scheme booklet and completion of training modules to the scheme, shall be recorded by the organization on the individual Record of Practical Experience. (See Appendix C5)

**7.3 Awareness**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

**7.4 Communication**

The organization shall determine the internal and external communications relevant to the quality management system, including:

- a) on what it will communicate;
  - b) when to communicate;
  - c) with whom to communicate;
  - d) how to communicate;
- who communicates.

**7.5 Documented information**

**7.5.1 General**

When specified in the contract documents or requested, the organization shall prepare a quality plan or alternative document as defined in the Contract Specification and if required submit this for acceptance or approval by the Client, as appropriate, prior to commencement of work (See section 8 and Appendix A).

**7.5.2 Creating and updating**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

**7.5.3 Control of documented information**

**7.5.3.1** No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

**7.5.3.2 Control of Documented Information**

The organization shall have in place processes to ensure that the latest versions of relevant Standards and Documents are available (See Appendix B)

ISO 9001:2015 requirements include the following documented information to be controlled and retained:

Contract specific documents e.g. drawings, schedules, as listed in the quality plan for a particular scheme, including

- a. Correspondence
- b. Enquiry/Tender and Quotation
- c. Contract documentation and Client Order
- d. Pre-Construction Information - Client drawings, service drawings, risk assessment records.
- e. Quality Plan (including H&S and risk assessment by organization). Method statement for controlling the works to include health and safety, and environmental requirements.
- f. Instructions to relevant site staff
- g. Calibration and maintenance records of plant and equipment (including testing equipment).
- h. Completion Report
- i. Relevant plant and equipment list
- j. Operatives training records
- k. Plant and Equipment maintenance service records
- l. Purchase records
- m. Sales Invoices

## **8 Operation**

### **8.1 Operational planning and control**

- (i) The quality plan (QP) shall address the topics listed in Appendix A of this schedule and where applicable the requirements contained in the Specification for Highway Works (SHW) and associated contract documents.

Note: The topics for the content of a QP are given in ISO 10005 and this document; in particular reference should be made to Appendix A of this document and Appendix H of the SHW.

- (ii) The Quality plan may be a largely standard document as indicated in Appendix A of this schedule supplemented by contract specific information.
- (iii) The quality plan should not be considered in isolation. An integrated approach may be taken which links to other relevant plans (e.g. H&S plan).

Note 1: Management of the service as a whole is reliant on quality and hence the contract and the quality element cannot be separated, as one cannot function without the other.

Note 2: The quality plan describes the management strategy that sets clear and sustainable performance objectives, delegates' responsibility and establishes lines of communication. The objective being to manage the various management schemes within an overall management scheme within an organization.

- (iv) The organization shall, in order to reduce the need for waste disposal, minimise the generation and environmental impacts of wastes arising during the contracted works and shall maximise opportunities for the re-use and recovery of wastes. The organization shall document its arrangements for the identification, segregation, handling, storage and disposal of the different types of wastes arising from the contracted works to maximise opportunities for the re-use and recovery of wastes.

## **8.2 Requirements for products and services**

### **8.2.1 Customer communication**

The quality plan shall identify what and when relevant information is passed on to the Customer and Client (see Appendix A).

Note: Where required by the contract/ legislation the Customer and Client needs to be informed about the products, i.e., they require detailed information as appropriate regarding materials, components, manufacturing details etc. for the purposes of:

- (a) as-built records for maintenance/health and safety requirements and asset management.
- (b) their own monitoring of the effectiveness/performance of the product.

### **8.2.2 Determining the requirements for products and services**

Where required in the contract agreement the provider shall undertake relevant risk assessments in accordance with the client's standards and processes (for example Highways England's Standard GD104 provides a method for undertaking risk assessment on their network).

### **8.2.3 Review of the requirements for products and services**

**8.2.3.1** No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification No specific particular requirement

**8.2.3.2** No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

### **8.2.4 Changes to requirement for products and services**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

## **8.3 Design and development of products and services**

### **8.3.1 General**

Where road markings design or development is undertaken by the road marking company, the quality plan will identify the personnel involved with their qualifications/experience appropriate for design. This shall include those involved with design verification and approval.

### **8.3.2 Design and development planning**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

### **8.3.3 Design and development Inputs**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

### **8.3.4 Design and development controls**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

#### **8.3.5 Design and development outputs**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

#### **8.3.6 Design and development changes**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

### **8.4 Control of externally provided processes, products and services**

#### **8.4.1 General**

The organization shall establish documented procedures to ensure that all sub-contractors (as appropriate) operatives and materials conform to the Contract Specification. All copies of certification to verify this shall, on request, be passed to the Client.

In relation to CE Marked products the organization shall have available the associated Declaration of Performance (DOP) that demonstrates compliance with the contract specification.

All road-marking materials should be accompanied by a road-trial certificate and be Kitemark certified.

Note: at the time of publication of this document, of those materials cited in NHSS7 only certain categories of road studs require CE marking.

#### **8.4.2 Type and extent of control**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

#### **8.4.3 Information for external providers**

The organization shall have available the instructions and safety information from the manufacturer of the CE Marked product(s) in a language determined by the Member State which can be easily understood by the users.

### **8.5 Production and service provision**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

#### **8.5.1 Control of production and service provision**

The organization shall produce method statements for the application/installation and removal process of road markings. These shall be submitted to the Client's representative for acceptance or approval if requested.

The organization's management shall have a working knowledge and access to the documents listed in Appendix B that are relevant to the work described in the contract.



The organization shall appoint a Road Marking Lead Operative who shall be responsible for the installation of application/installation and removal process of road markings. The Road Marking Lead Operative shall be included in the organization's Contract Specific Quality Plan as having the responsibility, training and experience to meet the requirements of the Contract Specification.

Before site work commences, the organization shall ensure that the following are documented and issued to the Road Marking Lead Operative. A copy shall be retained for record purposes.

- Any special instructions to the Road Marking Operatives relating to the programme of work, including appropriate risk assessments.
- The equipment required for the work and the method of application/removal of material to meet the requirements of the contract.

#### Process Control

The following items shall be considered as part of process control:

- Ensuring that the purchased materials used are as specified by the Customer;
- Ensuring that the materials are clearly identifiable;
- The presence of a Road Marking Lead Operative during application of road markings;
- A system for dealing with Variation Orders issued by the Client;
- Setting-out of road markings and control of the equipment to comply with the Contract Specification;
- Record of road surface and weather conditions prior to application of markings
- Compliance with the requirements of Chapter 8 of the Traffic Signs Manual, as appropriate, where the road is open to public use. (Note: For high-speed dual carriageways there is a requirement for the traffic management contractor to hold qualification to Sector Schemes 12A, 12B, 12C as appropriate). Reference should be made to the current edition of Safety at Street Works and Roadworks (Red Book).
- Sector Scheme 12D has been developed to enhance safety in traffic management and is in part relevant to Companies registered to Sector Scheme 7. Issues of compliance with 12D are explained in Appendix M. Customer notification within 24 hours of any problems which may affect the planned programme of work; and Contract Maintenance Period activities.

Works orders, risk assessment and SSACRM quality plans for the removal and the application of road marking materials and road studs to paved surfaces shall be signed (or electronic signature) by the relevant designated personnel and retained for 6 years. They will also be submitted to the Client if requested.

#### **8.5.2 Identification and traceability**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

#### **8.5.3 Property belonging to customers or external providers**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

#### **8.5.4 Preservation**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

#### **8.5.5 Post-delivery activities**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

#### **8.5.6 Control of changes**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

### **8.6 Release of products and service**

The organization shall retain records to show that the person authorizing the release of products and services had the necessary authority and competence to do so.

### **8.7 Control of nonconforming outputs**

**8.7.1** No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

**8.7.2** No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

## **9 Performance evaluation**

### **9.1 Monitoring, measurement, analysis and evaluation**

#### **9.1.1 General**

This includes the ongoing impact of SSACRM on other works including congestion and traffic flows.

#### **9.1.2 Customer satisfaction**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

#### **9.1.3 Analysis and evaluation**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

### **9.2 Internal audit**

**9.2.1** No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

**9.2.2** Internal audits shall be carried out at sufficient frequency and by a suitable technically competent person/s to ensure a robust assessment of the compliance of the product. The quality plan process should be audited every 12 months as a minimum and each gang annually. Internal audits shall be carried out by a designated competent person(s).

### **9.3 Management review**

#### **9.3.1 General**

- (i) The organization shall review the quality management system every 12 months as a minimum to ensure its continuing suitability and effectiveness to conform to this NHSS.

**9.3.2 Management review inputs**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

**9.3.3 Management review outputs**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

**10 Improvement**

**10.1 General**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

**10.2 Nonconformity and corrective action**

**10.2.1** No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

**10.2.2** No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

**10.3 Continual improvement**

The corrective actions and risk assessment processes shall include analysis of incidents and occurrences. Consideration should be given to accident statistics and near miss reporting.

## APPENDIX A: REQUIREMENTS FOR QUALITY PLANS

The quality plan shall include the following items.

### 1. General requirements

- 1.1 Definition of the product (or service) to be provided.
- 1.2 The structure of the organization describing the line of command including an organization's representative who can be contacted at all times when works are being undertaken. Where it is proposed to use a road marking sub-contractor or term maintenance contractor/in house operation, this should be stated and details provided. All road marking sub-contractors and term maintenance contractor/in house operators shall be registered to the requirements of this Sector Scheme.
- 1.3 Identification of the relevant parts of the organization's documented quality management system relevant to the product or service being provided
- 1.4 The control of equipment
- 1.5 Any environmental conditions impacting upon the specified works

### 2. Contract specific statements

These are required for the following:

- 2.1 Names and contact details of the staff involved with the contract including the:
  - 2.1.1 Customer's nominated Quality Manager, project manager and/or other representatives through whom communication is to be made throughout the contract
  - 2.1.2 Road Marking Supervisors
- 2.2 Details of the contract specific equipment to be used and any certification required to be issued to the Customer/Client
- 2.3 Details of the communications required between the organizations staff and the Customer/Client or any other party
- 2.4 Work programme and details of deliverables
- 2.5 Liaison with the Police, the Highway Authority and/or other competent authority as appropriate
- 2.6 Materials storage details and location
- 2.7 Method statements for application/installation and removal of road markings, detailed drawing(s) to be supplied
- 2.8 Inspection and testing regime to be adopted covering frequency, methods of test, responsibility for testing and acceptance criteria
- 2.9 Control of non-conforming product.

### 3.0 Contract specific information

This shall be obtained directly by the organization and documented in the Quality Plan, and shall include:

- 3.1 Name and address of Customer, including his nominated quality manager, project manager and/or other representative through whom communication is to be made throughout the contract.
- 3.2 Location of sites for the contract and means of access.
- 3.3 Specification and/or Contract Drawings.
- 3.4 Extent of the works and the commencement and completion dates for the contract.
- 3.5 Type(s) of marking to be applied, including performance characteristics, additional surface applied glass beads or not etc.
- 3.6 Type(s) of surfaces including existing markings on which the material is to be applied and the need or otherwise for any surface preparation.
- 3.7 Type(s) of Road Studs to be installed.
- 3.8 All relevant information including risk assessments relating to speed restrictions, safety requirements, existing markings, marking removal method, time of working and any other

environmental requirements.

**3.9** Any client specified testing requirements and responsibility for testing including supply of test equipment.

**3.10** Preparation and planning for the disposal of records after six years or the end of the maintenance period if longer.

**NOTES:**

1. Where certain aspects of this information cannot be obtained or, is not provided, this fact shall be noted in the Quality Plan against the appropriate section.
2. The organization should also be aware that there may be further general requirements for quality plans within a contract, for instance Appendix 1/24 of the Manual of Contract Documents for Highway Works, which may also need to be addressed.

## **APPENDIX B: REFERENCE AND ASSOCIATED DOCUMENTS (BIBLIOGRAPHY)**

NOTE: The listing is not comprehensive; other documents may be required to fulfil the requirements of the contract. organizations shall ensure that they have a working knowledge of and access to all the relevant documents including amendments required by the contract and specification

organizations shall ensure they are working to current reference or associated documents appropriate to work in their sector.

The list of standards and documents below are date specific, however, the organization shall have processes in place to ensure that the latest version is always available. organizations should be aware that utilisation of internet search engines may result in out of date references being identified/called up.

1. Manual of Contract Documents for Highway Works:  
Volume 1 Specification for Highway Works - TSO

Series 000 Introduction  
Series 100 Preliminaries  
Series 1200 Traffic Signs  
Any additional clauses identified in the contract

Relevant Sector Scheme Documents from Appendix A including:

Scheme 12A&B Static Temporary Traffic Management on Motorways and High Speed Dual Carriageway Roads including on line widening.

2. Manual of Contract Documents for Highway Works:  
Volume 2 Notes for Guidance on the Specification for Highway Works - TSO

Series NG000 Introduction  
Series NG100 Preliminaries  
Series NG1200 Traffic Signs

Amendments are made to these volumes from time to time. The organization shall ensure that there is a system in place to monitor publication of amendments to these documents. Information can be obtained from the Highways England's Information Line 0300 123 5000

3. Manual of Contract Documents for Highway Works (MCHW):
  - Volume 3 Highway Construction Details D Series (carriageway markings for rural motorways) – TSO

4. Design Manual for Roads and Bridges (DMRB): (TSO)

Volume 6: Section 1, Part 1

- TD 9/93 Highway link design

Volume 6: Section 1, Part 2

- TD22/06 layout of Grade separated junctions

Volume 6: Section 1, Part 4

- TD70/08 Design of Wide Single 2 + 1 Roads

Volume 6; Section 2, Part 2

- TD54/07 Design of mini-roundabouts

Volume 6: Section 2, Part 3

- TA78/97 Design of Road Markings at Roundabouts

Volume 6: Section 3, Part 5

- TD51/03 Segregated left turn lane and subsidiary deflection islands at roundabouts

Volume 8: section 2, Part 2

- TD 26/07: Maintenance of Road Markings
5. Traffic Signs Manual - TSO  
Chapter 1: Introduction:1982  
Chapter 3: Regulatory Signs (2008)  
Chapter 5: Road Markings (2003)  
Chapter 8: Traffic Safety Measures and Signs for Road Works and Temporary Situations  
Part1 Design & Part 2 Operations (2009),
  6. Traffic Signs Regulations & General Directions 2016 (S.I 2016 No.362)
  7. 'Zebra, Pelican and Puffin Pedestrian Crossing Regulations and General Directions (SI1997 No.2400) TSO
  8. Safety of Street Works and Road Works: A Code of Practice 2013
  9. Highways England (Published as Highways Agency) Network Maintenance Manual (NMM) & Routine Winter Service Code (RWSC): 2009  
Notes for Guidance Safety at Roadworks  
Third Edition  
Joint Working Party  
(Department of Transport/County Surveyors' Society)  
(C.S.S. publication 1994)
  10. Update your Road Safety Markings – 2017 Edition  
A Review of Road Marking Legislation and Practice  
(Road Safety Marking Association 2017)
  11. RSMA DVD: A Safer Way  
(Road Safety Marking Association 2009)
  12. RSMA Best Practice Guide: Health & Safety Best Practice Guide  
(General Health & Safety, Specific Operations, Plant & Equipment, Temporary Traffic Management & Occupational Health & Welfare) Road Safety Markings Association 2013
  13. Appropriate Manufacturers' Road Stud Installation Procedures.
  14. RSMA StanSpec – Standard Specification Document for Road Marking and Road Studs.
  15. Material Standards (Current at the time of publication):
    - a) BS EN 1423: 2012 Road Marking Materials – Drop on materials, glass beads, antiskid aggregates and mixtures of the two
    - b) BS EN 1424: 1998 Road Marking Materials – Premix glass beads
    - c) BS EN 1436: 2007+ A1 (2008) Road Marking Materials – Performance for road user
    - d) BS EN 1463-1:2009 Road marking materials Retro-reflecting road studs – Initial Performance requirements
    - e) BS EN 1463- 2: 2000 Road marking materials Retro-reflecting road studs – Road Test Performance Specification
    - f) BS EN 1790:2013 Road Marking Materials Pre-formed road markings

- g) BS EN 1824:2011 Road Marking Materials – Road trials
- h) BS EN 1871: 2000 Road marking Materials – Physical properties

## 2. Associated Documents - Bibliography

- 1 GD 02 - Quality Management Systems for Highway Design (Design Manual for Roads and Bridges – Volume 0, Section 2, section 1, Part 1 –  
<http://www.standardsforhighways.co.uk/ha/standards/dmr/vol0/section2.htm>
- 2 GD 04 - Standard for safety risk assessment on the strategic road (Design Manual for Roads and Bridges – Volume 0, Section 2, section 1, Part 1 –  
<http://www.standardsforhighways.co.uk/ha/standards/ians/index.htm>

Note 1: This list of standards and documents include those that are date specific, however, the organization shall have procedures in place to ensure that the latest versions are always available. (See clause 7.5.3.2).

Note 2: Highways England may issue Interim Advice Notes (IANs) as a prelude to inclusion in the MCHW (Vol 1 and 2), the DMRB and/or Chapter 8. organizations must have auditable processes in place to identify when these documents are issued and their implementation date(s). An index of Interim Advice Notes (IANS) is available on the internet ([www.dft.gov.uk/ha/standards/ians/index.htm](http://www.dft.gov.uk/ha/standards/ians/index.htm)).

Note 3: Every effort has been made to update web sites, but the committee cannot provide any guarantees that the sites will continue to exist or if they do that they will maintain access to the documents identified above.



## **APPENDIX C: TRAINING AND ASSESSMENT OF COMPETENCE**

### **NVQ DIPLOMA LEVEL 2 QUALIFICATIONS**

Level 2 NVQ Diploma Level 2 Road-building (Construction) - Pavement Marking (Machine)

Level 2 NVQ Diploma Road-building (Construction) - Pavement Marking (Manual Operations) Permanent or Temporary

Level 2 NVQ Diploma Road-building (Construction) - Pavement Marking (Road Studs)

The following Units of Competence are contained within the Level 2 NVQ Diploma Qualification Road-building Pavement Marking and refer to the specific operational qualification available.

#### **Level 2 NVQ Diploma Level Road-building (Construction) - Pavement Marking (Machine)**

Unit no QCF641 Conforming to General Health, Safety and Welfare in the Workplace

Unit no QCF624 Conforming to Productive Working Practices in the Workplace

Unit no QCF-360v2 Establish Work Area Protection and Safety in the Workplace

Unit no QCF 376v3 Preparing, Operating and Controlling Operations of Road Plant or Machinery in the Workplace.

#### **Level 2 NVQ Diploma Road-building (Construction) - Pavement Marking (Manual Operations) Permanent or Temporary**

Unit no QCF641 Conforming to General Health, Safety and Welfare in the Workplace

Unit no QCF642 Conforming to Productive Working Practices in the Workplace

Unit no QCF360v2 Establish Work Area Protection and Safety in the Workplace

Unit no QCF377v2 Applying and Removing Pavement Markings Manually in the Workplace.

#### **Level 2 NVQ Diploma Road-building (Construction) - Pavement Marking (Road Studs)**

Unit no QCF641 Conforming to General Health, Safety and Welfare in the Workplace

Unit no QCF642 Conforming to Productive Working Practices in the Workplace

Unit no QCF 360v2 Establish Work Area Protection and Safety in the Workplace

Unit no-QCF 378v2 Installing and Removing Permanent Road Studs in the Workplace

Training requirements for all Level 2 NVQ Diploma (Construction) - Pavement Marking qualifications are satisfied by the completion of the Road Marking Specialist Applied Skills, managed by RSMA.

### **NVQ Diploma Level 3 – Occupational Work Supervision qualification**

To satisfy the requirements of this NVQ, candidates must achieve the 5 Mandatory Units, plus 2 Unit Options

#### **MANDATORY UNITS**

Unit No. QCF209v2 Confirming Work Activities and Resources for the work in the Workplace

Unit No. QCF210v2 Developing and Maintain Good Working Relationships in the Workplace

Unit No. QCF211v2 Confirming the Occupational Method of Work in the Workplace

Unit No. QCF212v2 Implementing and Maintain Health, Safety and Welfare in the Workplace

Unit No. QCF213v2 Co-ordinating and Organising Work Operations in the Workplace

#### **OPTIONAL UNITS**

Unit No. QCF214v2 Allocating and Monitoring the Use of Plant and Equipment in the Workplace

Unit No. QCF215v2 Monitoring Process against Work Schedules in the Workplace

Unit No. QCF216v2 Confirming Work Meets Quality Standards in the Workplace

Unit No. QCF217v2 Implementing Procedures to Support Team's Performance in the Workplace

Unit No. QCF218v2 Co-ordinating and Confirming Dimensional Control Requirements of the Work in the Workplace

Unit No. QCF219v2 Contributing to the Circulation of Constructed related project information in the Workplace

The above units outlined for Level 2 and level 3 Qualifications are correct at the time of revision of this scheme, although they will themselves be subject to ongoing revision. Applicants to this Sector Scheme should ensure that their operatives are registered, where appropriate, to the current NVQ Diploma Qualification (see above).

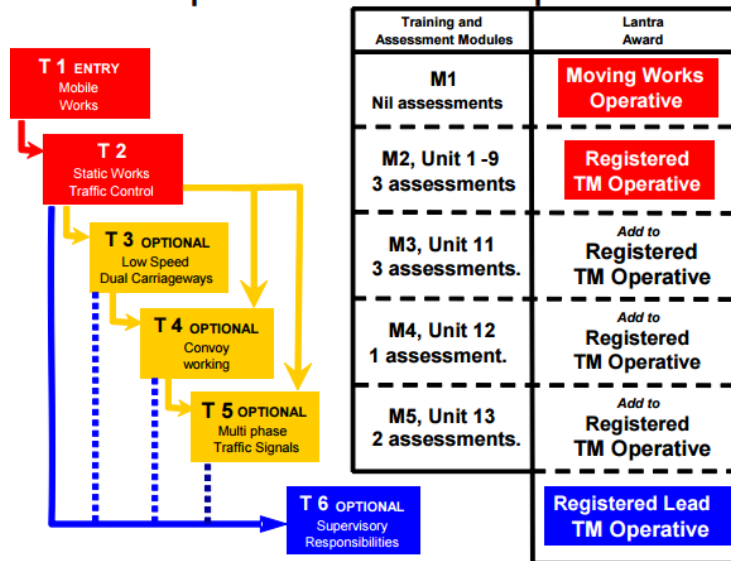
## SECTOR SCHEME 12D QUALIFICATIONS

A range of qualifications are specified in National Highways Sector Scheme 12D and organizations should satisfy themselves that operatives have obtained the level of qualification relevant to the activities they are required to undertake. All operatives in road marking require at least qualification to Unit T1. For road marking operatives qualified to NVQ Level 2 in Pavement Markings assessment requirements specified for Units T2 to T6 are reduced by 1 assessment.

All operatives in road marking require at least qualification to Unit T1.

All supervisors in road marking require Unit T1 and (from June 2014) T7

### Operative Route Map



### General Note on Health and Safety

Organizations are reminded of the legal requirements to provide health and safety training for all operatives as appropriate in accordance with the Health and Safety at Work Act 1974.

The training and assessment of operatives required by this scheme is aimed primarily at technical competence in the application/installation, maintenance and removal processes of road markings. It is intended to provide awareness to carry out work in a safe manner; however, it remains the responsibility of the organization to determine and implement safe systems of work.

Highways organizations are reminded of the requirements for temporary traffic management on all highways including high speed dual carriageways and motorways. For work on high-speed dual carriageways and motorways such works shall be carried out by an organization registered to NHSS 12A or 12 B as appropriate. For works on other roads NHSS 12D applies and organizations need to ensure that they have appropriately skilled personnel to set out the necessary temporary traffic management measures. Guidance is given in Appendix M of NHSS 12D.

If they are working adjacent to live highways it is a requirement that personnel pass the specialist test questions for Highway Works included in the CSCS Health & Safety touch screen test.

# APPENDIX C1: SAMPLE SKILLS CARD

<p>Red - Trainee</p>	
<p>NHSS 12 – T1/M1</p>	
<p>Blue - Skilled Operative/ NHSS 12 – M2</p>	
<p>Gold - Supervisor</p>	
<p>Black - Manager</p>	
<p>NHAAS ORAS Card</p>	
<p>Lantra Skills Card</p>	

Where applicants hold other cards or qualification (e.g. from a state other than England, Scotland, Wales and N. Ireland), it will be necessary to establish the competency equivalence of such qualifications and advice should be sought from the appropriate Sector Skills Council or issuing/awarding body of recognised qualifications or the administrator of the embedded skills scheme as to the equivalence of the qualification to meet the described competency and knowledge described in the sector scheme document.

**APPENDIX C2A: TRAINING AND HEALTH AND SAFETY - ROAD MARKING  
SPECIALIST APPLIED SKILLS PROGRAMME  
(For the Training of Road Marking and Studding Operatives)**

The following modules make up the core elements of the Road Marking Specialist Applied Skills Programme and are delivered in a series of off the job training courses (shown below), supplemented by on the job work experience. The qualification is completed over an 24 month period, which culminates in assessment for an Level 2 NVQ Diploma Qualification. Employers shall register, with RSMA, all newly employed unqualified operatives (with no previous road marking experience), to this programme within two months of the commencement of employment. Training under this programme shall commence within six months of starting employment.

All operatives, prior to their working on site, shall successfully complete the CSCS/CITB Health & Safety (Highways) Touch Screen Test.

**Note 1:** Modules may be delivered in differing order or timescale only with the approval of the registration body

<b>Module Number</b>	<b>Course Modules</b>	<b>Mandatory Off Site Instruction</b>	<b>On Site Supervised Training &amp; Assessment</b>
RM1	Scheme Registration and NVQ Induction	½ day	N/A
RM2	Formal Training - Manual Handling	½ day	N/A
RM3	Formal Training – Emergency First Aid at Work	1 day	N/A
RM4	Formal Training - IOSH Health & Safety	1 day	N/A
RM5	Introduction To Industry Regulations, Road Marking Materials, Vehicles and Equipment	1 day	N/A
RM6	Traffic Management, Sector Scheme 12dT1 (Including practical assessments)	3½ days	N/A
RM7	Understanding ADR Exemptions	½ day	N/A
RM8	Safe vehicle manoeuvring (Banksman)	½ day	N/A
RM9	Hand applied screed markings	3 days	220 days *
RM10	Fork Lift Truck (min 3 days / max 5 days)	3 days	N/A
RM11	Preformed, Temporary Markings & Surface Mounted Studs	1 day	14 days*
RM12	Pedestrian Applicator	3½ days	70 days*
RM13	Hand Held Line Removal	1 day	70 days*
RM14	Paint machines and cold applied paints appreciation	1 day	N/A***
RM15	Inset Road Studs appreciation	½ day**	N/A***
RM16	Machine Applied Road Markings appreciation	½ day**	N/A***
RM17	On-site unit assessments and final sign off (including Final exam & Professional Discussion Briefing)	2 days	*
KT's 1-6	Knowledge Tests 1 - 6	1½ days	

Optional Modules			
OM18	Marking Monitoring (Under development at time of publication)	1 day	4
OM19	High Friction Surfacing	1 day	4
OM20	Fire Safety	1 Day	4
OM21	Conflict Resolution	1 Day	4
Totals		25 days (+up to 4)	374 days (Minimum)

These off the job training activities are complemented by the recording in a log book of the equivalent on the job experience attained by each Road Marking Trainee during the period of their training. This log book forms an integral part of the assessment of each Road Marking Trainee prior to the award of their final qualification.

The Road Marking Specialist Applied Skills Programme is valid from 01 August 2017. Operatives who undertook training via the previous Apprenticeship Scheme to achieve their NVQ Level 2 remain recognised for the purpose of this NHSS document as an equivalent to the Road Marking Specialist Applied Skills Programme.

## **APPENDIX C2B: TRAINING AND HEALTH AND SAFETY – OPERATIVE REFRESHER AND ASSESSMENT SCHEME (ORAS)**

### **Introduction**

The Operative Refresher Assessment Scheme (ORAS) is a requirement under Sector Scheme No. 7, for the confirmation of the currency of NVQ level 2 qualified road marking and road studding operatives' skills, competence and knowledge. Refresher and Assessment under ORAS is undertaken over a cycle of four years, following initial qualification.

ORAS was implemented within the May 2014 UKAS 6 edition of Sector Scheme 7; operatives who have held their NVQ Level 2 Road Marking or Road Studding qualification for 4 years or more prior to May 2014 are required to complete ORAS and all operatives are subsequently required to complete ORAS prior to the fourth anniversary of their achieving their NVQ Level 2. All operatives are subsequently required to complete ORAS on a four yearly cycle in order to demonstrate the currency and validity of their core competencies.

### **Scheme Structure**

ORAS is made up of six assessment modules, in the form of multiple choice question papers which each operative is required to complete and pass.

These modules cover the following core areas:

- General Health & Safety
- Transportation of Dangerous Goods
- Road Marking Tools & Equipment
- Road Marking Materials
- Road Marking Standards & Specifications

Following successful completion of all modules, operatives are then required to undertake and pass the observed practical assessment module - Road Marking Practical Skills Module. This module cannot be undertaken until successful completion of the five modules outlined above.

On successful completion of the practical skills assessment the operative is issued with an ORAS Competency Card with four year validity – this card is required to demonstrate compliance with Sector Scheme 7.

### **Scheme Delivery**

ORAS is administered by the National Highways Academy Accreditation Service (NHAAS). NHAAS is responsible for the administration of the scheme and the approval of Training Centres, Trainers/Instructors and Assessors delivering the Scheme and the issuing of ORAS cards demonstrating operatives' qualification under the scheme.

### **Approved Providers**

Delivery of ORAS is only available through a range of NHAAS Accredited and Registered providers who meet the criteria of the scheme. Accredited and Registered providers may be accredited as an External Provider or Restricted Provider

- External Provider: An External Provider is approved to deliver ORAS to more than one organization/company
- Restricted Provider: An External Provider is approved to deliver ORAS to only one organization/company.

This differentiation has been designed to make the delivery of ORAS open to individual companies wishing to undertake the Assessment of their own operatives within their own organization in addition to commercial organizations wishing to deliver ORAS on a commercial basis.

### **Further Information**

Full details on syllabus, registration of candidates and approval of providers is available from National Highways Academy Accreditation Service, [info@nhaas.co.uk](mailto:info@nhaas.co.uk) , Tel: 01427 610101

## **APPENDIX C3: APPROVED REGISTRATION BODIES**

The following bodies are approved to issue registration cards for operatives seeking qualifications or holding qualifications under this scheme. These centres retain records of operatives qualified to the relevant schemes.

Details of Centres/individuals approved to either assess Level 2 NVQ Diploma or train operatives to the Road Marking Specialist Applied Skills Programme are available from the registration bodies.

### **NVQ Qualification Registration Body for Sector Scheme No.7, covering:**

Level 2 NVQ Diploma Road-building (Construction) - Pavement Marking (Machine)

Level 2 NVQ Diploma Road-building (Construction) - Pavement Marking (Manual Operations) Permanent or Temporary

Level 2 NVQ Diploma Road-building (Construction) - Pavement Marking (Road Studs)

Level 3 NVQ Diploma Occupational Work Supervision

Information is also available from:

Construction Awards Alliance  
Bircham Newton  
King's Lynn  
Norfolk  
PE31 6ED

Road Safety Markings Association  
Unit 35  
Corringham Road Industrial Estate  
Gainsborough, Lincolnshire  
DN21 1QB

## **Road Marking Specialist Applied Skills Programme Registration Body**

Road Safety Markings Association  
Unit 35 Corringham Road Industrial Estate  
Gainsborough  
Lincolnshire DN21 1QB

Tel: 01427 610101

The Road Marking Specialist Applied Skills Programme can only be delivered through centres registered with and approved by the Road Safety Marking Association.

## **Operatives Refresher & Assessment Scheme (ORAS)**

National Highways Academy Assessment Service (NHAAS)  
Unit 35 Corringham Road Industrial Estate  
Gainsborough  
Lincolnshire DN21 1QB

Tel: 01427 610101

ORAS can only be delivered by centres registered with and approved by NHAAS.

## **Construction Skills Certification Scheme**

CSCS Card registrations through with CSCS at:  
Construction Skills Certification Scheme  
PO Box 114  
Bircham Newton  
Kings Lynn  
PE31 6XD  
Tel: 0344 9944 777



**APPENDIX C4 - ASSESSMENT RECORD FOR NVQ EXPERIENCED/QUALIFIED OPERATIVES**

Each organization shall maintain a record of the date of each operative's CSCS and NVQ Registration, Unit Attainment and Training Modules undertaken where these modules were. This form should not be used to record training and qualification of new entrants into road marking (use Appendix C5). Equivalent forms/matrices may be used.

<b>Operative Name &amp; Date employment commenced</b>																			
Health & Safety Test Passed																			
CSCS Reg																			
Skill Match Profiling																			
Training completed following Skill Match																			
Unit QCF641																			
Unit QCF 642																			
Unit QCF 360V2																			
Unit QCF 376 V3																			
Unit QCF 377V2 permanent or temporary																			
Unit QCF 378v2 Studs																			
Unit VR 378																			

## APPENDIX C5: RECORD OF ROAD MARKING SPECIALIST APPLIED SKILLS PROGRAMME REGISTRATION AND TRAINING

Each organization shall maintain a record for Road Marking Trainees. Equivalent forms/matrices may be used.

Name of Company		Name of Operative					
NVQ Reg. Specialist Applied Skills Reg.	Registration Number	RSMASMA Road Marking Specialist Applied Skills Programme No.	Name of Training Provider	Date of Achievement	Signature of Training Provider	Name and Signature of organization's Manager	
Road Marking Trainee registered							
Modules 1-6 – Formal training (1)							
Module 7-8 – Formal training							
Module 9 hand applied screed markings							
Module RM 10 fork lift truck							
Module RM11 preformed & temporary markings							
Module RM12 pedestrian applicator							
Module RM13 hand held line removal							
Module RM14 paint machine & cold applied							
Module RM15 inset road studs							
Module RM16 machine applied road markings							
Module RM17 on-site unit assessment & final							

## **APPENDIX C6. QUALIFICATIONS AND CREDIT FRAMEWORK**

**Note** QCF has been withdrawn (in England) but as at 1.1.16 a replacement structure had not been advised. Documented qualifications issued under QCF will remain valid and it may be prudent to consider retaining the information below for the benefit of organizations and others.

The Qualifications and Credit Framework (QCF), has replaced the National Qualifications Framework (NQF). Awarding organizations/Bodies should be actively involved in the development of training and academic qualifications for centres and providers. The aim should be to ensure that only qualifications fit for purpose will be developed and that they continue to work pro-actively with their industry partners to meet the needs of employers and employees in all areas of qualification provision.

### **What is the QCF?**

The QCF is designed to be a simple and flexible system that will operate across England, Wales and Northern Ireland and is closely aligned with the Scottish Credit and Qualifications Framework (SCQF). It will recognise achievement of learners and supports a national record of learner achievement enabling movement between centres and the Awarding organizations/Bodies if appropriate.

### **Features:**

All units within the framework will have a title, credit value, level, and a set of explicit learning outcomes and assessment criteria. Each unit should stand alone and be capable of independent assessment. Units will be the building blocks of qualifications and all qualifications, academic, trained/capable and competent will be described through agreed rules of combination. There is standardised simple architecture to describe qualifications represented by size and level – from Entry level through to level 8. Qualifications will be identified as:

Awards (1-12 credits),

Certificates (13-36 credits) and

Diplomas (37+).

The aim is that all achievements can be standardised by a common currency which is “credit” and that the level and size of achievements should be standardised and easy to recognise. Credit can be accumulated and transferred and used flexibly to meet a variety of learner needs. One credit will represent 10 notional learning hours.

### **QCF Diplomas:**

A number of existing competency based Qualifications such as NVQs within the QCF are “Diplomas” by virtue of their size. The content of these particular QCF Diplomas is the same; as is the Quality assured assessment strategy that underpins them.

**QCF Diplomas should not be confused with 14-19 Diplomas** that have been designed to offer a vocational route in the school sector and embrace a broad range of outcomes to enable young learners to extend both their academic skills and a broad range of their vocational learning experiences. Although the 14-19 Diplomas may involve some work placement activity they are NOT competency based qualifications and have a very different purpose. For instance, the main 14-19 Diploma in the Lantra footprint is called the 14-19 Diploma in Environmental and Land-Based Studies. The framework offers maximum flexibility for learners to gain recognition for their achievements (whether they are single units or full Qualifications).

## 1. Health and safety

Organizations are reminded of the legal requirements to provide health and safety training for all personnel as appropriate in accordance with the Health and Safety at Work Act 1974.

The training and assessment of competency of personnel required by this scheme is aimed primarily at technical competence in their field of work. It is intended to provide awareness to carry out work in a safe manner; however, it remains the responsibility of the organization to determine and implement safe systems of work.

If they are working adjacent to live highways it is a requirement that personnel pass the specialist test questions for Highway Works included in the CSCS or the ECS Highway Electronic version Health & Safety touch screen test.

## 2. Temporary traffic management

Highways organizations are reminded of the requirements for temporary traffic management on all highways including high speed dual carriageways and motorways.

For work on high-speed dual carriageways and motorways, other than short duration works on hard shoulders or verges, such works shall be carried out by an organization registered to NHSS 12A/B as appropriate.

For works on mobile lane closures NHSS 12C applies.

For works on other roads, organizations should ensure that they have appropriately skilled and qualified operatives to meet clients specified requirements.

## 3. Fraudulent certificates/cards

**Action in the Case of Suspect Certificates / Cards – the following advice is given:**

### **Suggested Action by the organization**

On being presented with a suspect certificate/card (check logo, print quality, colour, layout, spelling, likeness of photograph):

- Take possession of certificate/card.
- Call a member of the body that issued the certificate/card. A member of the team will help you confirm your suspicions or otherwise.

If the certificate/card appears to be fraudulent:

- Retain the certificate/card if possible
- Make photocopies of front and back
- Record certificate/cardholder's name and address
- Ask certificate/cardholder where the certificate/card was obtained from
- Call the local police and report the matter
- Refuse access to site (subject to company rules).
- Forward copies of all evidence to the body who issued the certificate/card marked "SUSPECTED FRAUDULENT CERTIFICATE/CARD" with any crime number given by local police.

Note: The body should in the majority of cases fully support any prosecution with technical and factual evidence.

This should help to maintain the integrity of the Highway Sector Schemes.

## APPENDIX D: EXAMPLE REGISTER OF PERSONNEL ATTAINMENTS

Equivalent forms/matrices may be used.

NAME OF COMPANY: .....

Full Name of Employee	Registration Renewal Date	Types of [Activity/Work Aspect] for which Employee is Registered

## APPENDIX E: GUIDANCE FOR THE CONTROL OF MONITORING AND MEASURING EQUIPMENT

Example of a typical requirement for NHSS:

Item No	Equipment	Purchase Specification	Calibration Control	Calibration Frequency
1	Thermometers and temperature control equipment	Equipment must operate within a tolerance of $\pm 10^{\circ}\text{C}$ at working temperature	Calibration traceable to National Standards	3 monthly (may be extended upon demonstration of suitable risk assessment)
2	Pressure measuring equipment	Appropriate British or International standard	Calibration traceable to National Standards	Annually
3	Measuring wheels, tapes and rules	Maximum allowable error $\pm 1\%$ of the measurement range undertaken (upon purchase only)	Verification check when signs of wear or damage appear	Checks as required

### Notes

1. The table does not represent an exhaustive list of monitoring and measuring devices and therefore equipment not included but employed by the organization should be calibrated to an acceptable standard and be documented.
2. Visual daily checks of items 1 and 2 shall be carried out on site to confirm that the equipment is working correctly and is not damaged. Records of the daily checks shall be kept.
3. If in-house calibration equipment is used for the calibration of items 1 and 2 it shall not be used for any other purpose and shall itself be calibrated traceable to national standards at intervals not exceeding two years.
4. If in-house calibration equipment is used for the calibration of item 3 it shall not be used for any other purpose and it shall itself be calibrated traceable to national standards at intervals not exceeding five years.
5. Records of all equipment in use, their calibration status and calibration or verification checks undertaken shall be implemented and maintained.

## **APPENDIX F: CERTIFICATION BODIES ACCREDITED FOR THIS SECTOR SCHEME**

Information on certification bodies accredited against this scheme can be found on the UKAS website [www.ukas.com](http://www.ukas.com) until further information is available.

# APPENDIX G: THE ROLE OF CERTIFICATION BODIES AND AUDITOR QUALIFICATIONS

## 1. Role of certification bodies

- 1.1. The independent assessment of conformity of organizations to the requirements of ISO 9001:2015 and this SSD rely upon the assessment expertise, competence and capability of accredited certification bodies.
- 1.2. The certification body role is to ensure, through assessment, that organizations have management systems in place which address the enhanced ISO 9001:2015 requirements detailed in this SSD. The scope of the organization's management system should cover the evidence for the range of services that the organization is competent to supply and for which they are seeking registration including consideration of outsourced services and how those outsourced services are controlled within the overall scope of the relevant NHSS(s). This may include some or all of the activities set out in the scope of this SSD.
- 1.3. Certification bodies shall ensure they are all represented by at least one nominated individual lead certification body (or deputy) who will represent all certification bodies at meetings of this Sector Scheme Advisory Committee. This does not preclude other certification bodies from attending, as appropriate.
- 1.4. Certification bodies group shall be represented at the National Highway Sector Scheme Liaison Committee.

## 2. Certification body accreditation

- 2.1. To ensure consistency and to demonstrate independent capability certification bodies are required to be accredited against the requirements of ISO 17021 by a NAB for assessment and registration of ISO 9001:2015 quality management systems in accordance with the particular requirements of this NHSS.

## 3. Assessor and assessment team competence.

- 3.1 The certification body must be able to demonstrate to NAB that it possesses and can maintain the necessary assessor experience and technical understanding of the activities covered in the scope of this Sector Scheme. These assessment areas shall include, but not be limited to the following:
  - i. knowledge, understanding and application of this SSD (See Appendix G1).
  - ii. knowledge of the manufacture and supply in the NHSS7 industry, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product and services. Typically, this would include knowledge of the product and processes. (Conveyance of this knowledge to auditing teams will be determined by the certification body and will be audited by the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory).
  - iii. maintenance of demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the Specification for Highway Works and design standards requirements for NHSS7
  - iv. ability to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the manufacture, supply and installation in the specific aspects of the scheme as appropriate.
  - v. preferably knowledge of the application of road marking materials and road studs to paved surfaces



- 3.2. The certification body must also ensure that assessors have sufficient knowledge of health & safety requirements related to working on live highways where appropriate, knowledge of temporary traffic management, working in confined spaces and working at height for assessment of guidance provided on this aspect.
- 3.3. Guidance to Certification Bodies on assessor competence related to this Sector Scheme is given in the certification body guidance document – National Highway Sector Scheme Accreditation, Registration and Assessment Guidance for Certification Bodies – NHSS 0 Part 4.
- 3.4 The certification body is responsible for ensuring that the assessment teams possess demonstrable expertise in the assessment areas detailed above as they relate to the scope of client activities under assessment.
- 3.5 Minimum assessor qualifications and competence for assessment of this NHSS, which may reside in a single individual, or in an assessment team are as follows:
- i) NAB accepted Lead Auditor qualification or certification body equivalent and demonstrable expertise in leading assessment teams.
  - ii) ISO 9001:2015 assessment experience
  - iii) technical assessment competence in the categories of NHSS7
  - iv) knowledge, understanding and application of this SSD
  - v) knowledge of the manufacture and supply in the NHSS 7 industry, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. Typically, this would include knowledge of road marking and studs and processes. (Conveyance of this knowledge to auditing teams will be determined by the certification body and will be audited by the NAB).
  - vi) demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the Specification for Highway Works and design standards requirements for NHSS 7
  - vii) ability to demonstrate that they have ongoing suitable health and safety training which includes appreciation of the risks involved in the sector scheme activities of NHSS 7
  - viii) knowledge of road marking and studding operations and materials
  - ix) Auditors should be sufficiently competent to make general observations on the effectiveness of the organization's provisions in respect of the environment and in particular management of waste and its reduction.

#### **4. Conduct of Assessments.**

- 4.1. Certification Bodies shall ensure that an adequate proportion (30%) of the initial and continuing assessment duration is devoted to assessing operational activities at locations where NHSS 7 covered by the scope of this Sector Scheme are being undertaken from.
- 4.2. Certification Bodies shall make every endeavour to ensure that during a three-year certification cycle there is evidence of assessment of all execution activities covered by the organization's scope of

registration. Certification bodies shall undertake surveillance visits at intervals no greater than one year.

- 4.3. There may be occasions when a CB encounters an organization that wishes to expand and the scope is not included in the relevant NHSS. This may be due to the introduction of new technology or innovation. In such instances, the CB shall advise the SSAC of this and ask them to consider an extension of scope within the SSD. CB auditors should check a) that a person in the organization has been identified in the organization's procedures to be responsible for uploading the required information onto the Schedule of Suppliers, and b) that the password to edit/update the entry on Schedule of Suppliers is available and kept in a secure place.

## **5. Format and Content of Registration Certificates.**

- 5.1. Certificates of registration issued by Certification Bodies, which include within the scope of registration reference to compliance with this Sector Scheme, shall be in a format and contain the content detailed in Appendix K of this SSD.
- 5.2. The National Highway Sector Scheme Logo shall be included in any Certificate of Registration which has this Sector Scheme detailed in the Scope of Registration. The logo shall only be used and applied in the manner detailed in any conditions of use which may be published in NHSS 0

## **6. National Highway Sector Schemes Schedule of Suppliers.**

- 6.1. Certification Bodies shall monitor the National Highway Sector Schemes Schedule of Suppliers posted at [www.scheduleofsuppliers.co.uk](http://www.scheduleofsuppliers.co.uk), [sosadmin@lantra.co.uk](mailto:sosadmin@lantra.co.uk) to ensure equivalence between their clients registered to this Sector Scheme and the listed organizations.
- 6.2. Certification Bodies shall provide to the National Highway Sector Schemes Schedule of Suppliers administrator at Lantra details of registered organizations whose scope of registration against this Sector Scheme has ceased to be applicable within 10 working days of that situation occurring.
- 6.3. Certification Bodies shall audit the organization to ensure that the organization has recorded their NHSS registration on the Lantra Schedule of Suppliers web-based register (See 4.4 of this NHSS). This check shall include verification of the certificate of registration currency.

## **7. Reporting on Sector Scheme Performance.**

- 7.1. Each Lead certification body shall report to the Chairperson of the SSACRM including as appropriate
- a) observations and comments on the implementation and assessment findings related to the Sector Scheme including any omissions or deficiencies in its scope.
  - b) recommendations for improving/clarifying the SSD
  - c) feedback on deficiencies against contract documentation
  - d) the number of organizations whose scope of registration includes this Sector Scheme for comparison against the Schedule of Suppliers

Note 1: This is to be issued to the Chairperson of this Sector Scheme Committee.

# **APPENDIX G1: GUIDANCE TO ASSESSORS' AND OTHER AUDITORS' COMPETENCIES REQUIREMENTS FOR NATIONAL HIGHWAY SECTOR SCHEME SCHEME NO.7- THE APPLICATION OF ROAD MARKING MATERIALS & ROAD STUDS TO PAVED SURFACES**

## **Section 1 - General Information**

The information contained in this appendix has been collated by the NHSS committee to provide CB assessors with the background information that is considered appropriate for carrying out an assessment against ISO 9001:2015 and these NHSS documents. During the development of the Appendices it was realised that this information would also provide useful guidance for first and second party auditors of the system.

## **Section 2 - Requirements**

### **2A General background to the NHSS7**

- i. The reasons for development of the National Highway Sector Schemes (NHSS) and this scheme in particular, and for CB assessors, examples of where its absence has caused concern/problems.
- ii. To whom the scheme applies. See Scope in this NHSS document
- iii. Contact details of those that can offer scheme specific assistance. (This should be contained in the organization's quality documentation/NHSS documents.)
- iv. An overview of the highway infrastructure that the scheme applies to.
- v. The range of contracts that the scheme can apply to. (See Scope in relevant NHSS document i.e. NHSS 7 (section 1.)
- vi. Specific types of works that the scheme applies to. (See Scope [section 1] in this NHSS document and also Appendix L in this NHSS
- vii. Definitions and terminology which are particular to the scheme. (See section 3 of this NHSS.)
- viii. Diagram of routes to competency of personnel (including management, supervisors and other employees etc) delivering the scheme services
- ix. Information/guidance is contained in Appendix C of the document, however the organization's training administrator should have this information available (assessors should also be aware of training and competency assessment requirements available from Awarding Bodies such as [ConstructionSkills, Summitskills, TWI etc], who should be able to assist).
- x. Overview of important reference documentation applicable to the scheme
- xi. Section 2 and Appendix B of the document provides some information.
- xii. Knowledge of relevant international, European and British standards for NHSS 7. In particular, those relating to product conformity, type testing and their requirements. Familiarity with SHW especially Series NHSS 7 notes for guidance for the SHW, (including when these are updated), the Design Manual for Roads and Bridges and Interim Advice Notes issued by the Highways England.
- xiii. Relationship with other NHSS and its applicability to this scheme.

**2B Summary of where the scheme interprets sections 4 to 10 of ISO 9001:2015**

The summary provides a list of those clauses where particular requirement has been provided. These are indicated by “Y” in the table.

Additionally in the “comments/requirements” column information is provided for use by assessors when assessing an organization. This information is guidance providing an indication of priority where particular requirements have been provided.

<b>Section/Clause</b>	<b>Particular requirement Yes/No</b>	<b>Comment/Requirement</b>
<b>4. Context of the organization</b>		
4.1 Understanding the organization and its context	N	Check annually that the organization has determined issues relevant to its purpose and strategic direction and has monitored and reviewed the information. Especially check and seek evidence relating to external context.
4.2 Understanding the needs and expectations of interested parties	Y	Check annually that the organization has determined interested parties, their requirements and is monitoring and reviewing the data. Seek evidence.
4.3 Determining the scope of the quality management system	Y	Check that the organization has reviewed the scope of the relative elements of the latest applicable issue of the NHSS that the organization considers are appropriate.
4.4 Quality management system and its processes. (4.4.1 & 4.4.2)	Y	Check annually by the CB Auditors and other Auditors the Schedule of Suppliers website to ensure registration and uploaded information is current and valid.
<b>5. Leadership</b>		
<b>5.1 Leadership and commitment</b>		
5.1.1 General	Y	Check policy documented information includes this NHSS Ensure that policy is being correctly implemented, communicated and understood. Seek evidence
5.1.2 Customer focus	Y	Ensure that the organization has determined all necessary applicable statutory and regulatory requirements for contract compliance. This may include supplementary services such as recycling, final disposal, equipment inspection, licensing requirements for driving (HGV), animal including wildlife handling etc. Seek evidence that organization is meeting and maintaining customer requirements
<b>5.2 Policy</b>		
5.2.1 Establishing the quality policy	Y	Ensure requirements are covered in quality plan and in policy documented information

5.2.2 Communicating the quality policy	N	Ensure that policy documented information is available as necessary and is being communicated and implemented and understood. Seek evidence.
5.3. organization roles, responsibilities and authorities	Y	Ensure there is an organization plan which covers responsibility/authority in accordance with the requirements of the SSD. Seek evidence. Ensure that personnel with contract specific responsibilities and authorities have been identified and are recorded. Seek evidence. Ensure that the organization management have appointed a nominated person or persons with the appropriate responsibility and authority. Seek evidence.
<b>6. Planning</b>		
6.1 Actions to address risks and opportunities. (6.1.1 & 6.1.2)	Y	Check that documented information is in place to address risk and opportunities and is operational. See clause 6.1.
6.2 Quality objectives and planning to achieve them (6.2.1 & 6.2.2)	Y	Check documented information is in place and meets requirements. Check that quality planning is in place and evaluated. See Appendix A
6.3 Planning of changes	N	
<b>7. Support</b>		
<b>7.1 Resources</b>		
7.1.1 General	Y	Ensure contract/tender review is in place. Review provisions of resources to confirm they are suitable and include providing the defined personnel for contracts
7.1.2 People	Y	See Appendices A, C and D
7.1.3 Infrastructure	Y	Review facilities, processes and equipment to confirm they are suitable for the scope of registration.
7.1.4 Environment for the operation of processes	N	In process audit. Checks to include environmental condition records, plant maintenance sheets, access equipment certification and induction records.
7.1.5 Monitoring and measuring resources		
7.1.5.1 General	Y	See Appendix E
7.1.5.2 Measurement Traceability	Y	See Appendix E
7.1.6 organizational knowledge	Y	Seek evidence
7.2 Competence	Y	Seek evidence. Review copies of training certificates, qualifications and identity cards and forward looking training plans. Ensure that these are in accordance with the requirements of the sector scheme documents. Check sample of identity cards. Ensure managers have the M7 traffic management qualification. See Appendices C and D
7.3 Awareness	N	Seek evidence
7.4 Communication	Y	Check internal and external communication processes have been established.

7.5 Documented information		
7.5.1 General	Y	Check processes are in place to ensure that organization maintain up to date information on documented information. See Appendix B
7.5.2 Creating and updating	N	Ensure that all required contract specific documents are in place. Seek evidence
7.5.3 Control of documented information. (7.5.3.1 & 7.5.3.2)	Y	Ensure that all required contract specific documents are in place. Seek evidence Check appropriate processes are in place for the retention and disposition of documented information
<b>8. Operation</b>		
8.1 Operational planning and control	Y	Check quality plan is in place and complies with 7.5. See Appendix A Check appropriate processes are in place for the retention and disposition of documented information
8.2 Requirements for products and services		
8.2.1 Customer communication	Y	Check effectiveness of communication arrangements
8.2.2 Determining the requirements for products and services	Y	Ensure that the organization has determined all necessary specified statutory and regulatory requirements for contract compliance. This may include supplementary services such as recycling, final disposal, equipment inspection, licensing requirements for driving (HGV), animal including wildlife handling etc. Check the organizations ability to meet defined contract requirements
8.2.3 Review of the requirements for products and services. (8.2.3.1 & 8.2.3.2)	N	Ensure contract tender review is in place with an appropriate timescale and assessment of availability of resources.
8.2.4 Changes to requirements for products and services	N	Seek evidence
8.3 Design and development of products and services		
8.3.1 General	Y	Check that contract/tender review is in place
8.3.2 Design and development planning	N	
8.3.3 Design and development inputs	N	
8.3.4 design and development controls	N	
8.3.5 Design and development outputs	N	
8.3.6 Design and development changes	N	
8.4 Control of externally provided processes, products and services		

8.4.1 General	Y	Check that documented information is in place for externally provided product and services to meet specified requirements.
8.4.2 Type and extent of control	N	Check that documented information is in place. Seek evidence of effective controls.
8.4.3 Information for external providers	Y	Check that purchasing requests are adequate
8.5 Production and service provision		
8.5.1 Control of production and service provision	Y	Check as part of in process audit Refer to Appendix E
8.5.2 Identification and traceability	N	Cover during procedure review and seek evidence that relevant documented information is in place
8.5.3 Property belonging to customers or external providers	Y	Check that documented information is in place.
8.5.4 Preservation	Y	Check process. Seek evidence as appropriate
8.5.5 Post-delivery activities	N	
8.5.6 Control of changes	N	Check documented information is in place
8.6 Release of products and service	N	Check that monitoring and measuring process documentation has been implemented in line with the current contract specification. Seek evidence.
8.7 Control of nonconforming process outputs, products and services. (8.7.1 & 8.7.2)	N	Ensure processes are in place and has been implemented in line with contract specification. Check documented information.
<b>9 Performance evaluation</b>		
9.1 Monitoring, measurement, analysis and evaluation		
9.1.1 General	Y	Check planned results Check that monitoring and measuring process documentation has been implemented in line with the current contract specification. Seek evidence. Review copy of annual management review. Ensure this contains continuous improvements to the relevant sector scheme
9.1.2 Customer satisfaction	N	Check that organization is meeting customer requirements.
9.1.3 Analysis and evaluation	N	Check processes are achieving planned results Check analysis of data has provided information to demonstrate effectiveness of QMS and evaluation of continued improvement
9.2 Internal audit (9.2.1 & 9.2.2)	Y	Check internal audits are being carried out and ensure corrective actions have been made.
9.3 Management review		
9.3.1 General	Y	Review minutes of management review. Ensure this contains reference to the relevant sector scheme.

9.3.2 Management review inputs	N	
9.3.3 Management review outputs	N	Check that the output and actions are considered by top management at regular intervals
<b>10. Improvement</b>		
10.1 General	N	Check effectiveness of improvement
10.2 Nonconformity and corrective action (10.2.1 & 10.2.2)	Y	Check that documented information is in place and operational.
10.3 Continual improvement	Y	

## 2C – Overview of this NHSS in terms of industry requirements and working practices.

In addition to an assessor/auditor having a general appreciation of the requirements and processes required by ISO 9001:2015 (latest issue), a CB assessor or internal auditor should be aware of the following when completing an audit:

- C1 - Safe Working Practices
- C2 – Training, qualifications and assessment of competence
- C3 - Maintenance of equipment
- C4 - Public protection
- C5 - Environment
- C6 - Testing/inspection/workmanship
- C7 - Health and Safety
- C8 – Equal Opportunities

### C1 – Safe Working Practices

- Correct Personal Protective Equipment Worn
- Equipment approved and suitable for use
- Personnel to be fully aware of their H&S obligations
- Must be able to read and understand their job sheet, risk assessment and other relevant documents; understand English.
- Method Statements/work procedures.
- Risk Assessment.
- Induction card/skills card.
- Vehicles/loads are inspected and drivers are qualified
- Site visit including assessment of installation (if possible) and techniques verified.
- Awareness of relevant H&S requirements as applicable to NHSS 7
- Awareness of current best practice including temporary traffic management measures (including site arrangements).
- Undertaken appropriate first aid training in relation to burns and thermoplastic material.
- Undertaken appropriate first aid training in relation to burns and thermoplastic material

### C2 - Training, Qualifications and Assessment of Competence

- Have achieved appropriate training evidenced by appropriate certification
- Have been assessed as competent within their scope of works (e.g. scheme specific assessment/ N/SVQ)
- Been inducted on specific equipment (by employer) or if appropriate (i.e. under training) is supervised by a qualified person.
- Aware of and understand the relevant requirements of this NHSS.
- Aware of and understand the provisions for implementation of training in this NHSS.
- Been inducted on site specific H&S issues.



- Hold the relevant skills card.
- Have undertaken successful assessment under ORAS.

#### C3 - Maintenance of Equipment

- Relevant personnel are aware of LOLER and PUWER requirements
- Maintenance checklists are available and have been completed as required

#### C4 - Public Protection

- Personnel are aware of the need to protect public during installation operations
- Relevant personnel have been trained to carry out a visual site risk assessment to ensure that the public will not be put at risk during installation/maintenance operations
- Where appropriate relevant personnel are aware of the Traffic Officer role
- Personnel have identification

#### C5 - Environment

Auditors should be sufficiently competent to make general observations on the effectiveness of the organization's provisions in respect of the environment and in particular management of waste and its reduction.

#### C6 - Inspection/ Testing/Workmanship

Auditors should be aware of the importance of inspection and testing of the product and have knowledge of the relevant tests and the information provided by the tests.

#### C7 - Health and Safety

Auditors should be aware of the Health and Safety at Work etc Act 1974 and associated Health and Safety Legislation, as it applies to this sector scheme.

#### C8 - Equal Opportunities

Assessors/auditors should be aware of and understand the need for effective diversity management, including the implementation of equal opportunities and avoidance of disability discrimination as it applies during the provision of services. Assessors/auditors should understand what is involved and how it can be encapsulated in company procedures.

## **APPENDIX H: ORGANIZATION ACCEPTANCE AND GUIDELINES FOR NEW ENTRANTS**

### **1.0 Organization Acceptance**

- 1.1 For work carried out on roads managed by Highways England, the Welsh Government, Transport Scotland and Transport NI, only those organizations holding a valid Certificate of Registration for work within the scope of this SSD will be accepted as complying with Clause 104 and Appendix A of the Specification for Highway Works.
- 1.2 For work carried out on roads managed by other highway authorities, acceptance of the organization will depend on the requirements of the contract.
- 1.3 For work carried out for other clients (including works not necessarily associated with highways) acceptance of the organization will depend on the requirements of the contract.
- 1.4 In the absence of assessment including a site visit over a 3 year period then evidence must be provided of site activity (e.g. site records, video recording) to ensure that registration can be maintained.

### **2.0 Guidelines for New Entrants - Requirements**

- 2.1 Organizations must have the required experienced and qualified NHSS 7 personnel and management who meet the requirements of this Sector Scheme. Organizations will need to demonstrate that their equipment and systems meet the requirements of this Sector Scheme.
- 2.2 Organizations must have applied for registration with a certification body that is accredited by their NAB to audit against this Sector Scheme. Organizations will have to demonstrate that they have been audited for office based and site based activities.
- 2.3 The organization shall record their registration to this sector scheme on the Schedule of Suppliers website [www.scheduleofsuppliers.co.uk](http://www.scheduleofsuppliers.co.uk), [sosadmin@lantra.co.uk](mailto:sosadmin@lantra.co.uk) upon receipt of the certificate issued by their certification body to confirm their registration and thereafter keep their organization's information up to date.

### **3. Interim Arrangements for Initial Implementation of this Sector Scheme**

No Specific Requirements

### **4. Trade Associations**

4.1 Membership of a trade association or other similar body is not a requirement of this Sector Scheme, however, the following organizations support this Scheme along with the training and competency routes discussed in Appendix C. Their details are included here for information.

Road Safety Markings Association  
Unit 35  
Corringham Road Industrial Estate  
Gainsborough  
Lincolnshire  
DN21 1QB

Tel: 01427 610101

National Highways Academy  
Unit 35  
Corringham Road Industrial Estate  
Gainsborough  
Lincolnshire  
DN21 1QB

Tel: 01427 610101

## **APPENDIX J1: FEEDBACK TO COMMITTEE CHAIRPERSON**

Any observations or feedback **relating to the content of this document or the process described** herein should be addressed (using the form below) to:

Sector Scheme Advisory Committee for NHSS 7

**Committee Secretary**

Sector Scheme Advisory Committee for Road Markings

Road Safety Markings Association

Unit 35 Corringham Road Industrial Estate

Gainsborough

Lincolnshire

DN21 1QB

Tel: 01427 610101

Email: info@rsma.co.uk

**Issue Identified:**

**Suggested Action:**

Name:

Organization:

Address:

Contact details:

Date:

Note: In many instances, J1 forms can be responded to without the need for them to be considered by an NHSS committee, those requiring a more detailed response will be dealt with at the next meeting of the committee as part of the review of the document. If the J1 form contains information that is critical, then exceptionally action can be taken prior to the meeting by the chairperson for instance by arranging an extraordinary meeting of the NHSS advisory committee. The secretary will normally advise the originator of receipt of the J1 document and when the next meeting is expected to be held.

## **APPENDIX J2: FEEDBACK TO CERTIFICATION BODIES AND/OR NOTIFIED BODIES**

Feedback relating to certification matters including alleged deficiencies in the product provided under this scheme should in the first instance be taken up with the organization. In the event that the matter cannot be satisfactory resolved written complaints should be made to the organization's certification body and/or notified body as appropriate, detailing the problem identified.

(Where a CE marked product is deficient the organization will need to a) advise the client and b) formally advise the local trading standards officer who should take appropriate action.)

(a) Issue Identified:

(b) Organization's Details:

Name:

Address:

Feedback

(c) Organization raising feedback / issue

Name:

Organization:

Address:

Date:

Signed:

## **APPENDIX J3: FEEDBACK TO CLIENT BODIES ON POLICING OF NATIONAL HIGHWAY SECTOR SCHEME REGISTRATION**

Feedback relating to policing of National Highway Sector Schemes registration matters in respect of alleged contractual mismanagement/oversights or alleged omissions in contract requirements by client organizations, their management agents or principle contractors where contracts can be or may have been awarded to organizations not registered to this National Highway Sector Scheme, or where contracts are alleged to have omitted requirements for compliance with this National Highway Sector Scheme should be referred back to the client body through an independent third party e.g. a trade association. Details of the alleged mismanagement or omission should as a minimum include the following details

- a) Contract identified
  
- b)
  - i) Details of omission in contract or
  
  - ii) Organization Identified as being awarded the contract or
  
  - iii) Both i) and ii) above

- c) Organization raising feedback / issue  
Name:  
Organization:  
Contact details (Address, email address, telephone etc)

- d) Date: Signed:

## **Highways England Roads/Contracts – Route for Feedback**

Feedback should be sent by email to [Standards\\_enquiries@highwaysengland.co.uk](mailto:Standards_enquiries@highwaysengland.co.uk)

## **Other Highway Authorities and Clients**

Feedback should be sent back to the relevant project manager or head of division responsible for the contract works. Such information or relevant contact details may be available on that highway authority's or client's web-site.

## **Health and Safety Executive**

Advice about reporting a complaint about the application of the health and safety recommendations related to a specific incident is available at <http://www.hse.gov.uk/contact/workplace-complaints.htm>

## APPENDIX K: THE INTERPRETATION OF CERTIFICATES ISSUED BY CERTIFICATION / INSPECTION BODIES

Certification Bodies (CB) issue Certificates of Registration (CoR) in a variety of styles as suits their particular house style. They may consist of a single CoR containing all the requisite information or the CoR may be a standard certificate with appendices or addendum attached providing the full scope of certification (services) and the location(s) where these services are offered by an organization. In the latter case, the CoR refers to the relevant appendices or addenda, which form an integral part of the certificate.

A valid National Highway Sector Scheme (NHSS) CoR is only issued by a CB accredited by a NAB against the relevant NHSS. A valid CoR will contain the following information in accordance with ISO 17021 (reproduced here for clarity):

- The management system standard and/or other normative document, including indication of issue status (e.g. revision date or number) used for audit of the certified client and the scheme title e.g. "National Highway Sector Scheme 7 - Sector Scheme for the prescribed activity". **The NHSS SSD title must use the same wording as set out on the cover page of the relevant NHSS SSD.** Where ISO 9001 certification is provided by a suitably accredited CB different to the CB carrying out the NHSS assessment, the latter's certificate must reference the ISO 9001 certifying CB name, their NAB reference and certificate number.
- The scope of certification with respect to the type of activities, products and services as applicable at each site without being misleading or ambiguous (including any applicable categories with associated typical sub-categories where applicable). The scope of the management system should cover the range of services that the organization has evidence to show it is competent to supply and for which they are seeking registration including consideration of outsourced services and how those outsourced services are controlled within the overall scope of the relevant NHSS(s). This may include some or all of the activities set out in the scope of the SSD. **The scope(s) and any sub-scopes must use the same wording as set out in NHSS 0 Suite of Scopes, or in Appendix K of the NHSS SSD.** Note that where the NHSS SSD wording differs from that in NHSS 0 (e.g. where the NHSS SSAC has introduced a new sub-scope and this is not yet reflected in NHSS 0), the wording in the NHSS SSD Appendix K shall take precedence.
- The expiry date or recertification due date consistent with the recertification cycle (generally 3 years for management system auditing and 1 year for system inspection)
- A unique identification code
- The name, address and certification mark of the certification body; other marks (e.g. accreditation symbol, client's logo) may be used provided they are not misleading or ambiguous. The NHSS mark and the associated accreditation mark must be used
- Any other information required by the standard and/or other normative document used for certification
- In the event of issuing any revised certification documents, a means to distinguish the revised documents from any prior obsolete documents

\*Note where an organization has an extension to scope to include for this NHSS, the expiry date of the certificate remains as 3 years after their initial assessment/or triennial assessment and not 3 years after obtaining the extension to their certificate i.e. the validity of the certificate will not be reset following their NHSS assessment.

For Certification purposes the scopes and sub-scopes for this NHSS are as follows:

Activity	Type (select)	Primary Category (select)		Secondary Category (select)	Sub-type (select systems)	
Application* of	road markings	machine	applied	permanent	thermoplastic (and)	system(s) (and)
		and/or			paint (and)	
					tape (and)	
	road studs	manually		temporary	Inset, anchored	
					and/or	
					surface mounted	

\* Application includes removal – see Definitions page 10 below.

A typical scope would be 'Application of road markings - machine applied, permanent, thermoplastic and paint systems; and application of road studs - manually applied, permanent and temporary, inset systems.'

Note: These lists are not exhaustive and the description of the categories and sub-categories may vary from time to time.



# APPENDIX L: GUIDANCE FOR CLIENTS

## 1 General

It is recommended that Clients acknowledge the requirements of this sector scheme as a contract requirement.

This guidance is primarily of relevance to Clients and their supervisory staff.

## 2. Specific Guidance

2.1. Reference should be made to Appendix M before deciding whether to specify that organizations should be registered to NHSS 7 as registration to other NHSSs may include relevant requirements for the application of road materials and road studs to paved surfaces

2.2. The NHSS for the application of road materials and road studs to paved surfaces was originally conceived as a document for use by Clients to specify the minimum standards for quality, training and competence of organizations used by them to carry out the application of road materials and road studs to paved surfaces

2.3. The implementation of the NHSS and development of training and competency requirements is intended to provide:

- a. A competent workforce able to carry out the application of road materials and road studs to paved surfaces
- b. Requirements to evaluate risks and develop processes associated with the application of road materials and road studs to paved surfaces and the production of an associated comprehensive quality plan for each contract.

2.4. It is necessary for the Client to ensure that all those involved in carrying out the application of road materials and road studs to paved surfaces are appropriately trained, skilled and competent, whether or not they are directly employed. The training and assessment of competency schemes described in this SSD are designed to cater for the range of skills within the overall process of the the application of road materials and road studs to paved surfaces.

2.5. Clients and Customers that require confirmation of compliance with the Contract Specification in respect of the supply of services, products or materials should confirm that the quality management system certificate issuer is accredited by UKAS or equivalent and that specific reference is made to relevant NHSS on certificates. (See Appendices F and K).

2.6. For the NHSS to achieve its objectives it is essential that Clients, either directly or via the agents and individuals they employ, ensure that the requirements of this document are complied with. This includes ensuring that sub-contractors employed directly or indirectly, are registered to the NHSS. Supervisory staff must be instructed to carry out spot checks of identification/skills cards.

2.7. The Schedule of Suppliers Management Team have established and manage a schedule of registered companies that have been registered to National Highway Sector Schemes. Free access to the schedule is obtained by logging on to the Lantra website [www.scheduleofsuppliers.co.uk](http://www.scheduleofsuppliers.co.uk), [sosadmin@lantra.co.uk](mailto:sosadmin@lantra.co.uk). However, it should be noted that only those companies that register on the schedule are listed. Clients should contact Lantra Awards by email at [sales@lantra.co.uk](mailto:sales@lantra.co.uk) to ascertain/check the status of an organization if it is not listed on the schedule.

### 2.8 Client check list

The following example can be used to prepare a checklist assess the validity of contracting organization claims for compliance with this SSD:

No	Item	Yes / No
1	Is the organisation listed on the schedule of suppliers hosted by Lantra?	
2	Is there an ISO 9001 certificate present?	
3	Has the ISO 9001 certificate been extended to cover this NHSS?	

4	Is the Certification Body that issued the certificate accredited by a NAB for ISO9001?	
5	Is the Certification Body that issued the certificate accredited to a NAB for assessments to this NHSS?	
6	If the answer to 3 or 4 is No – is the accrediting body equivalent to a NAB and accepted as such by a NAB?	
7	Does the scope of works of the ISO 9001 certificate, covered by the extension for this NHSS cover the actual works intended to be covered by the contract?	
8	Is there an audit or surveillance visit report from the Certification Body?	
9	If the answer to 7 is No – when is it due?	
10	If the answer to 7 is Yes – are there any action points outstanding which should have been completed within six months?	
11	Do the employees / workers have the relevant evidence of training and competence assessment as set out in Appendix C?	
12	Do the named employees to be used on the works have valid in date Skills Cards?	
13	Is the scope of the works within the competency scope of the employees?	
14	Is the organisation intending to sub-contract any of the works within the scope of this NHSS or necessary for the works covered by this NHSS?	
If the answer to 14 is Yes – repeat q 1-13 for that organisation as relevant, if necessary replacing this NHSS number by the relevant NHSS (e.g. for temporary traffic management, etc.)		

### 3 Road Death Investigation

Attention is drawn to the ACPO Road Death Investigation Manual, which indicates that in the advent of a collision or other road incident particularly one where there has been a fatality, the police may ask the relevant highway authority to provide information on the state of the road.

In respect of this National Highway Sector Scheme information that is likely to be sought includes the following:

- a) High level general policy statements
- b) Specific local maintenance policies and standards
- c) Authority procedures
- d) Works records including the results of any test carried out
- e) The quality of systems for traffic management
- f) Skidding resistance testing

An Authority may be required to present data to the Police at short notice in case of a fatality on the network. It should ensure that it has, or can obtain, the relevant information from the Contractor. Reference should be made to Highways England IAN166 for further guidance.

### 4 Corporate Manslaughter and Corporate Homicide Act 2007

Advice from HSE regarding corporate manslaughter and corporate homicide is available on the HSE web-site, the following extract has been copied from the HSE web-site.

“The Corporate Manslaughter and Corporate Homicide Act 2007 is a landmark in law. For the first time, companies and organizations can be found guilty of corporate manslaughter as a result of serious management failures resulting in a gross breach of a duty of care.

The Act, which came into force on 6 April 2008, clarifies the criminal liabilities of companies including large organizations where serious failures in the management of health and safety result in a fatality.

- The Ministry of Justice leads on the Act and more information is available on its Corporate Manslaughter and Corporate Homicide Act 2007 webpage.

HSE welcomes and supports the Act. Although the new offence is not part of health and safety law, it will introduce an important new element in the corporate management of health and safety.

Prosecutions will be of the corporate body and not individuals, but the liability of directors, board members or other individuals under health and safety law or general criminal law, will be unaffected and the corporate body itself and individuals can still be prosecuted for separate health and safety offences.

The Act also largely removes the Crown immunity that applied to the previous common law corporate manslaughter offence. This is welcome, and consistent with Government and HSE policy to secure the eventual removal of Crown immunity for health and safety offences. The Act provides a number of specific exemptions that cover public policy decisions and the exercise of core public functions.

Companies and organizations should keep their health and safety management systems under review, in particular, the way in which their activities are managed and organised by senior management. The Institute of Directors and HSE have published guidance for directors on their responsibilities for health and safety. Leading health and safety at work: leadership actions for directors and board members (INDG417).

For specific questions about the act and guidance:

- Ministry of Justice

For health and safety information and answers to specific health and safety questions contact HSE.

## APPENDIX M: GUIDANCE FOR ORGANIZATIONS REGISTERED TO NHSS 12D

1. **NHSS 12D** – Installing, maintaining and removing temporary traffic management on rural and urban roads – was issued in July 2005 and relates directly to all those activities on the highway that are performed in the presence of live traffic. All operatives engaged in such activities, whether they are responsible for setting up the temporary traffic management (TTM) arrangements or simply working within their protection, must be aware of the dangers of working adjacent to live traffic. NHSS 12D sets out training and registration requirements for all those operatives who are involved in the installation, maintenance or removal of TTM, even when these operations are incidental to the actual work being carried out on the highway, such as road marking.
2. It is necessary for the organization to ensure that all those involved in temporary traffic management operations are appropriately trained and skilled, whether or not they are directly employed. The modular training scheme described in this scheme document is designed to cater for the various options available, ranging from the employment of a lone worker to a traffic management contractor for a major highway contract.
3. It is not intended that organizations registered under another NHSS should also be registered to SSD 12D, but rather that the NHSS Committee considers the available options and provides appropriate advice to organizations on what they need to do to meet their individual specific requirements and work commitments in respect of temporary traffic management for their field of operations.
4. For many operations it may be sufficient for the organization to ensure that a member of the team is registered appropriately as a RLTMO or RTMO and has successfully undergone the relevant training and competency assessment requirements for the type of temporary traffic management to be implemented. In other instances it may be appropriate for the whole team to have gained qualifications as RLTMOs and/or RTMOs in their own right. Only those members of a gang who are responsible for installing, maintaining and removing temporary traffic management will need to be registered for 12D training and assessment. The organization shall include such information in their quality plan.
5. For routine Highway Maintenance work it is recommended that organizations carry out their own Temporary Traffic Management assessments which may incorporate the use of Annex A. This will then provide the basis for agreement of the temporary traffic management need between the client and supplier for each site. Finalised details should be recorded in the quality plan where applicable.
6. Where operationally the works are extensive, or are to be carried out on roads other than rural and urban roads, the employment of a specialist TTM supplier to set up and remove TTM measures will need to be considered. This will form part of the organization's and client's risk assessments and be incorporated into the organization's quality plan for carrying out the works.
7. For work on motorways and dual carriageways operated by Highways England, it is mandatory for the temporary traffic management measures to be installed, maintained and removed by TTM suppliers registered to sector schemes 12A/B. Other highway authorities operating similar roads in the UK may have similar requirements.
8. For work on other roads managed by Highways England requires registered 12D TTM suppliers to be employed.
9. A staged approach may be adopted for the training and accreditation of operatives for organizational compliance to the requirement of this sector scheme. The organization or sector scheme committee shall consider the ramifications of any decision taken that a staged approach may have.
10. Other National Sector Schemes affected by the training and assessment requirements of this sector scheme should record their implementation criteria which will reflect the individual industry's ability to accommodate the 12D requirements within their scheme document. Specific competency needs should first

be discussed and agreed with the SSD12D Committee prior to inclusion within their individual sector scheme documents.

**Note:**

Should TM Operatives be working adjacent to live highways it is a requirement that personnel pass the specialist test questions for Highway Works included in the CSCS or the ECS Highway Electrical Version Health & Safety touch screen test.

## **APPENDIX N – GUIDANCE ON THE RELATIONSHIP BETWEEN THIS NHSS AND OTHER NHSS'S**

Where traffic management is required companies should either employ a National Highway Sector Scheme approved company or where applicable have skilled registered traffic management operatives qualified to meet the competency requirements of NHSS 12D relevant to contract requirements and risk assessments – noting that there may be particular specific arrangements for organizations registered to another NHSS. For work carried out on high speed dual carriageways and motorways the organization installing Temporary Traffic Management measures should always be registered to NHSS 12A/B and/or 12C.

## APPENDIX O - HOW TO REGISTER ON THE SCHEDULE OF SUPPLIERS

The process for registering on the Schedule of Suppliers is as follows:

1. Go to the Lantra Awards Schedule of Suppliers website: <https://www.scheduleofsuppliers.co.uk/>
2. Select "Get on the Schedule of Suppliers" or "Register now"
3. Enter the details required, including selecting the Sector Schemes that your organization operates, the Highways Agency Areas you cover, your certification body and the scopes of the schemes you are registered to for as per your certification body registration certificate
4. Upload a PDF copy of your current ISO 9001 certificate(s) extended to include your NHSS registration and any other specific documentation to be uploaded as specified by this SSD.
5. Submit your registration.

Lantra Awards will check that the relevant document(s) have been uploaded (see note 1) and that the registration details (see note 2) have been filled in. Once complete the information will be published and appear on the Schedule of Suppliers website and will be searchable.

Note 1 It is the responsibility of companies registering on the site to enter their own details and data which would then be checked by certification bodies during any subsequent company audit. Lantra Awards do not check the content of the records going onto the site and accept no liability for the information being entered. However, Lantra Awards will continue to check that your company ISO certificate (also HERS certificate if registering for NHSS 8) has been uploaded before approving the registration.

Note 2 Your certification body Assessor should check your entry prior to each surveillance or assessment visit to you to ensure that you have recorded your registration and the details are correct.

Note 3 You should review/update your registration (It is recommended that this done annually)

Note 4 Where work is contracted to a public body (e.g. a local highway authority acting for example as a "Contracting Authority"), or where there is a business restriction in place limiting the extent where a local highway authority operates, the NHSS registered organization (highway authority) when completing their registration should under the section "Business Summary" state that "Works carried out are only within the area of the [highway] Authority for in-house requirements only" or as a "Service provider to .....", and under the section for "Business Description" provide the statement "Local Government trading account" or similar text. In this instance it would not be appropriate for the NHSS registered organization to complete the section "What areas do you cover?"

Note 5 Any queries should be sent to the "schedule of suppliers" team at [scheduleofsuppliers@lantra.co.uk](mailto:scheduleofsuppliers@lantra.co.uk).

## APPENDIX Z – PREVIOUS ISSUES (DOCUMENT CONTROL)

### Previous SSD (non-current) Issue Statement

Issue	Amendments
Issue 1 [9001:2015]	First Issue This Sector Scheme is one of the series of NHSSs, which are bespoke integrated management schemes within an ISO 9001:2015 framework that have been developed to define particular requirements within BS EN ISO 9001:2015 as it applies to a particular activity/industry within the United Kingdom.  Note: This document has been produced to supersede the UKAS Issue 8 version (which relates to BS EN ISO 9001:2008), however the UKAS Issue 8 version (or an updated version of this) will continue to have validity until September 2018 when the 2008 version of BS EN ISO 9001 will become obsolete.
Issue 2 [9001:2015]	Second Issue Changes to Apprenticeships and Apprentices has been updated: The Road Marking Apprenticeship Scheme is now The Road Marking Applied Skills Programme. Apprentices are now referred to as Road Marking Trainees.
Issue 3 [9001:2015]	Third Issue Updated example cards, Appendix K1
Issue 4 [9001:2015]	Fourth Issue Updated full members and corresponding members