

Level 2 Certificate/Diploma for Sustainable Waste Management Operative (0746)

Qualification handbook for centres

General Route (0746-20) (600/0646/8)

Waste Collection (0746-21) (501/2367/1)

Waste Collection Driver (0746-22) (501/2368/3)

Waste Site Operative (0746-23) (501/2369/5)

Weighbridge Operative (0746-24) (501/2141/8)

Team Leader (0746-25) (501/2365/8)

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City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000

F +44 (0)20 7294 2413

www.cityandguilds.com

centresupport@cityandguilds.com

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Qualification handbook for centres

Qualification title	Number	QAN
Level 2 Certificate for Sustainable Waste Management Operative	0746-20	600/0646/8
Level 2 Certificate for Sustainable Waste Management Operative (Waste Collection)	0746-21	501/2367/1
Level 2 Certificate for Sustainable Waste Management Operative (Waste Collection Driver)	0746-22	501/2368/3
Level 2 Diploma for Sustainable Waste Management Operative (Waste Site Operative)	0746-23	501/2369/5
Level 2 Diploma for Sustainable Waste Management Operative (Weighbridge Operative)	0746-24	501/2141/8
Level 2 Diploma for Sustainable Waste Management Operative (Team Leader)	0746-25	501/2365/8

Version and date	Change detail	Section
2.0 July 2013	Removed unit 202 and replaced it with unit 230	Section 1 Qualification structure and Section 5 Units
3.0 July 2017	Units 520, 602, 709 and 714 added.	Unit details and Units
	Rules of combination amended to include units 520, 602, 709 and 714	Rules of combination
3.1 August 2017	Added TQT details	Introduction to the qualification, Structure
	Deleted QCF	Throughout

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Unit 222	Support customer service improvements	113
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Unit 304	Work with others to improve customer service	137
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1 Introduction to the qualifications

This document contains the information that centres need to offer the following qualifications:

Qualification title and level	City & Guilds qualification number	Qualification accreditation number	GLH	TQT
Level 2 Certificate for Waste Management Operative	0746-20	600/0646/8	229	330
Level 2 Certificate for Sustainable Waste Management Operative (Waste Collection)	0746-21	501/2367/1	237	330
Level 2 Certificate for Sustainable Waste Management Operative (Waste Collection Driver)	0746-22	501/2368/3	267	330
Level 2 Diploma for Sustainable Waste Management Operative (Waste Site Operative)	0746-23	501/2369/5	283	370
Level 2 Diploma for Sustainable Waste Management Operative (Weighbridge Operative)	0746-24	501/2141/8	267	460
Level 2 Diploma for Sustainable Waste Management Operative (Team Leader)	0746-25	501/2365/8	283	380

For last registration and certification dates, please see Walled Garden/online catalogue.

Area	Description
Who is the qualification for?	This qualification meets the needs of candidates who work or want to work in the waste management industry.
What does the qualification cover?	The qualification provides the skills and knowledge required to assess occupational competence in various areas of the waste management industry, including waste collection, weighbridge and site operatives.
What will learners be able to do?	Learners will be able to contribute to the safe and efficient operation of a waste management site.
Is the qualification part of a framework or initiative?	The qualification forms the competence component of the Sustainable Resource Management Apprenticeship.
Why has the qualification been developed?	The qualification demonstrates the competence of the learner to act in a safe, efficient manner appropriate to and in accordance with industry requirements.

1.1 Qualification structure

To achieve the **Level 2 Certificate for Sustainable Waste Management Operative (0746-20)** a total of **33** credits are required.

- **24** credits must be taken from the mandatory units.
- One unit with a minimum of **3** credits must be taken from the optional group A.
- A minimum of **6** credits must be taken from the remaining groups with a maximum of one unit from each of groups B, C and D.
- At least one Level 2 unit must be taken from optional groups B, C, D or E.

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Mandatory			
T/602/1263	104	Working with other people	2
M/602/1262	201	Comply with emergency procedures on waste management activities	3
T/602/1389	203	Contribute to the sustainability, maintenance and preservation of the environment	2
T/602/1439	204	Maintain a healthy and safe working environment for waste management activities	6
J/503/1169	230	Conforming to Productive Working Practices in the Workplace	3
D/601/1553	304	Work with others to improve customer service	8
Optional Group A			
K/602/1261	101	Manual collection of waste	3
Y/602/1367	102	Process received waste	7
T/602/1067	103	Transportation of waste	3
K/601/7615	301	Operate the weighbridge	15
Y/600/9669	302*	Plan, allocate and monitor work of a team	5
M/600/9600	303	Set objectives and provide support for team members	5
Optional Group B			
F/602/1072	223	Unloading a hazardous waste transport vehicle	7
A/602/1071	224	Unloading a non-hazardous waste transport vehicle	3
T/602/1070	225	Unloading an inert waste transport vehicle	3
Optional Group C			
R/602/1075	215	Loading a hazardous waste transport vehicle	4
L/602/1074	216	Loading a non-hazardous waste transport vehicle	3
Y/602/1076	217	Loading a waste transport vehicle	2
J/602/1073	218	Loading an inert waste transport vehicle	3

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Optional	Group D		
K/602/1373	108	Maintain the security of waste management facilities	7
F/602/1380	207	Conduct environmental monitoring on a waste management facility	4
Optional	Group E		
T/602/1067	103	Transportation of waste	3
H/602/1369	105	Direct waste delivery crews on a waste management facility	2
F/602/1377	106	Dispatch stored and received waste	7
Y/602/1370	107	General duties on waste facilities	4
R/602/2078	109	Manual handling, lifting and moving of loads in a waste environment	2
D/602/1385	110	Mechanically handle waste	3
A/602/1068	111	Operate equipment to install, remove and replace containers for waste	2
H/602/1372	112	Support safety around waste collection vehicles	2
T/602/1375	205	Acceptance of waste	7
J/602/1381	206	Clean and adjust small plant and equipment	5
H/601/7164	208	Conform to general workplace environmental requirements	3
J/602/1395	209	Contribute to maintaining sustainable development and environmental good practice at work	5
F/602/1685	210	Contribute to the provision of customer service in a waste environment	5
L/602/1379	211	Control and carry out landfill operations	2
F/602/1069	212	Control the risk from vehicle and plant movements on waste management facilities	9
Y/601/7626	213	Direct vehicle movements on site	4
Y/602/1384	214	Exchange responsibility for control of waste processing operations	9
D/602/1600	219	Maintain the condition of waste process equipment	10
H/600/9688	220*	Participate in meetings	2
M/601/1511	221	Resolve customer service problems	6
J/601/8884	222	Support customer service improvements	5
A/602/1376	226	Validation of waste	5
L/600/9586	306	Manage own professional development within an organisation	4
A/601/7182	307	Manage the traffic office	4

Unit accreditation number	City & Guilds unit	Unit title	Credit value
A/602/1684	308	Organise the transportation of loads in a waste environment	3
L/602/1382	309	Oversee waste process operations	4
J/602/1378	310	Revise planned waste transport operations	8
D/602/1368	311	Store waste and operating materials within a waste management facility	7
M/600/9676	402	Support learning and development within own area of responsibility	5
A/615/8561	520**	Participate in meetings	2
F/615/8562	602**	Plan, allocate and monitor work of a team	5

To achieve the **Level 2 Certificate for Sustainable Waste Management Operative (Waste Collection) (0746-21)**, a total of **33** credits are required:

- **27** credits must be taken from the mandatory units.
- Three units with a minimum of **6** credits must be taken from the optional units.
- Only one unit can be taken from units 223, 224 and 225.

Unit accreditation number	City & Guilds unit	Unit title	Credit value	Excluded combination of units (if any)
Mandatory				
K/602/1261	101	Manual collection of waste	3	
T/602/1263	104	Working with other people	2	
M/602/1262	201	Comply with emergency procedures on waste management activities	3	
T/602/1389	203	Contribute to the sustainability, maintenance and preservation of the environment	2	
T/602/1439	204	Maintain a healthy and safe working environment for waste management activities	6	
J/503/1169	230	Conforming to productive working practices in the workplace	3	
D/601/1553	304	Work with others to improve customer service	8	
Optional				
Y/602/1370	107	General duties on waste facilities	4	
R/602/2078	109	Manual handling, lifting and moving of loads in a waste environment	2	
D/602/1385	110	Mechanically handle waste	3	
A/602/1068	111	Operate equipment to install, remove and replace containers for waste	2	

Unit accreditation number	City & Guilds unit	Unit title	Credit value	Excluded combination of units (if any)
H/602/1372	112	Support safety around waste collection vehicles	2	
T/602/1375	205	Acceptance of waste	7	
F/602/1069	212	Control the risk from vehicle and plant movements on waste management facilities	9	
F/602/1072	223	Unloading a hazardous waste transport vehicle	7	Cannot be taken with unit(s) 224 and/or 225.
A/602/1071	224	Unloading a non-hazardous waste transport vehicle	3	Cannot be taken with unit(s) 223 and/or 225.
T/602/1070	225	Unloading an inert waste transport vehicle	3	Cannot be taken with unit(s) 223 and/or 224.
A/602/1376	226	Validation of waste	5	
L/600/9586	306	Manage own professional development within an organisation	4	

To achieve the **Level 2 Certificate for Sustainable Waste Management Operative (Waste Collection Driver) (0746-22)**, a total of **33** credits are required:

- **27** credits must be taken from the mandatory units.
- Three units with a minimum of **6** credits must be taken from the optional units.
- Only one unit can be taken from units 215, 216, 217 and 218.

Unit accreditation number	City & Guilds unit	Unit title	Credit value	Excluded combination of units (if any)
Mandatory				
T/602/1067	103	Transportation of waste	3	
T/602/1263	104	Working with other people	2	
M/602/1262	201	Comply with emergency procedures on waste management activities	3	
T/602/1389	203	Contribute to the sustainability, maintenance and preservation of the environment	2	
T/602/1439	204	Maintain a healthy and safe working environment for waste management activities	6	
J/503/1169	230	Conforming to productive working practices in the workplace	3	
D/601/1553	304	Work with others to improve customer service	8	

Unit accreditation number	City & Guilds unit	Unit title	Credit value	Excluded combination of units (if any)
Optional				
T/602/1373	108	Maintain the security of waste management facilities	7	
R/602/2078	109	Manual handling, lifting and moving of loads in a waste environment	2	
D/602/1385	110	Mechanically handle waste	3	
A/602/1068	111	Operate equipment to install, remove and replace containers for waste	2	
H/602/1372	112	Support safety around waste collection vehicles	2	
T/602/1375	205	Acceptance of waste	7	
F/602/1069	212	Control the risk from vehicle and plant movements on waste management facilities	9	
R/602/1075	215	Loading a hazardous waste transport vehicle	4	Cannot be taken with unit(s) 216, 217 and/or 218.
L/602/1074	216	Loading a non-hazardous waste transport vehicle	3	Cannot be taken with unit(s) 215, 217 and/or 218.
Y/602/1076	217	Loading a waste transport vehicle	2	Cannot be taken with unit(s) 215, 216 and/or 218.
J/602/1073	218	Loading an inert waste transport vehicle	3	Cannot be taken with unit(s) 215, 216 and/or 217.
M/601/1511	221	Resolve customer service problems	6	
A/602/1376	226	Validation of waste	5	
L/600/9586	306	Manage own professional development within an organisation	4	
A/602/1684	308	Organise the transportation of loads in a waste environment	3	
J/602/1378	310	Revise planned waste transport operations	8	

To achieve the **Level 2 Diploma for Sustainable Waste Management Operative (Waste Site Operative) (0746-23)**, a total of **37** credits are required:

- **31** credits must be taken from the mandatory units.
- A minimum of **6** credits must be taken from the optional units.

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Mandatory			
Y/602/1367	102	Process received waste	7
T/602/1263	104	Working with other people	2
M/602/1262	201	Comply with emergency procedures on waste management activities	3
T/602/1389	203	Contribute to the sustainability, maintenance and preservation of the environment	2
T/602/1439	204	Maintain a healthy and safe working environment for waste management activities	6
J/503/1169	230	Conforming to productive working practices in the workplace	3
D/601/1553	304	Work with others to improve customer service	8
Optional			
T/602/1067	103	Transportation of waste	3
H/602/1369	105	Direct waste delivery crews on a waste management facility	2
F/602/1377	106	Dispatch stored and received waste	7
Y/602/1370	107	General duties on waste facilities	4
K/602/1373	108	Maintain the security of waste management facilities	7
R/602/2078	109	Manual handling, lifting and moving of loads in a waste environment	2
D/602/1385	110	Mechanically handle waste	3
J/602/1381	206	Clean and adjust small plant and equipment	5
F/602/1380	207	Conduct environmental monitoring on a waste management facility	4
L602/1379	211	Control and carry out landfill operations	2
F/602/1069	212	Control the risk from vehicle and plant movements on waste management facilities	9
Y/602/1384	214	Exchange responsibility for control of waste processing operations	9
D/602/1600	219	Maintain the condition of waste process equipment	10
A/602/1376	226	Validation of waste	5
L/600/9586	306	Manage own professional development within an organisation	4
D/602/1368	311	Store waste and operating materials within a waste management facility	7

To achieve the **Level 2 Diploma for Sustainable Waste Management Operative (Weighbridge Operative) (0746-24)**, a total of **46** credits are required:

- **39** credits must be taken from the mandatory units.
- A minimum of **7** credits must be taken from the optional units.

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Mandatory			
T/602/1263	104	Working with other people	2
M/602/1262	201	Comply with emergency procedures on waste management activities	3
T/602/1389	203	Contribute to the sustainability, maintenance and preservation of the environment	2
T/602/1439	204	Maintain a healthy and safe working environment for waste management activities	6
J/503/1169	230	Conforming to productive working practices in the workplace	3
K/601/7615	301	Operate the weighbridge	15
D/601/1553	304	Work with others to improve customer service	8
Optional			
H/602/1369	105	Direct waste delivery crews on a waste management facility	2
K/602/1373	108	Maintain the security of waste management facilities	7
R/602/2078	109	Manual handling, lifting and moving of loads in a waste environment	2
D/602/1385	110	Mechanically handle waste	3
T/602/1375	205	Acceptance of waste	7
H/601/7164	208	Conform to general workplace environmental requirements	3
F/602/1069	212	Control the risk from vehicle and plant movements on waste management facilities	9
Y/601/7626	213	Direct vehicle movements on site	4
A/602/1376	226	Validation of waste	5
L/600/9586	306	Manage own professional development within an organisation	4
A/601/7182	307	Manage the traffic office	4
A/602/1684	308	Organise the transportation of loads in a waste environment	3

To achieve the **Level 2 Diploma for Sustainable Waste Management Operative (Team Leader) (0746-25)**, a total of **38** credits are required:

- Eight units with a total of **34** credits must be taken from the mandatory units.
- Two units with a total of **4** credits must be taken from the optional units.

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Mandatory			
T/602/1263	104	Working with other people	2
M/602/1262	201	Comply with emergency procedures on waste management activities	3
T/602/1389	203	Contribute to the sustainability, maintenance and preservation of the environment	2
T/602/1439	204	Maintain a healthy and safe working environment for waste management activities	6
J/503/1169	230	Conforming to productive working practices in the workplace	3
Y/600/9669	302*	Plan, allocate and monitor work of a team	5
M/600/9600	303	Set objectives and provide support for team members	5
D/601/1553	304	Work with others to improve customer service	8
Optional			
K/602/1373	108	Maintain the security of waste management facilities	7
R/602/2078	109	Manual handling, lifting and moving of loads in a waste environment	2
T/602/1375	205	Acceptance of waste	7
F/602/1380	207	Conduct environmental monitoring on a waste management facility	4
J/602/1395	209	Contribute to maintaining sustainable development and environmental good practice at work	5
F/602/1685	210	Contribute to the provision of customer service in a waste environment	5
F/602/1069	212	Control the risk from vehicle and plant movements on waste management facilities	9
Y/602/1384	214	Exchange responsibility for control of waste processing operations	9
D/602/1600	219	Maintain the condition of waste process equipment	10
H/600/9688	220*	Participate in meetings	2
J/601/8884	222	Support customer service improvements	5
A/602/1376	226	Validation of waste	5
H/602/1503	305	Generate and retain waste and resource management business	14
L/600/9586	306	Manage own professional development within an organisation	4
L/602/1382	309	Oversee waste process operations	4
J/601/1238	401	Review the quality of customer service	8
M/600/9676	402	Support learning and development within own area of responsibility	5

Unit accreditation number	City & Guilds unit	Unit title	Credit value
A/615/8561	520**	Participate in meetings	2
F/615/8562	602**	Plan, allocate and monitor work of a team	5

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 2 Certificate for Sustainable Waste Management Operative	229	330
Level 2 Certificate for Sustainable Waste Management Operative (Waste Collection)	237	330
Level 2 Certificate for Sustainable Waste Management Operative (Waste Collection Driver)	267	330
Level 2 Diploma for Sustainable Waste Management Operative (Waste Site Operative)	283	370
Level 2 Diploma for Sustainable Waste Management Operative (Weighbridge Operative)	267	460
Level 2 Diploma for Sustainable Waste Management Operative (Team Leader)	283	380

1.2 Opportunities for progression

On completion of these qualifications candidates may progress into employment or to the following City & Guilds qualifications:

- Level 3 Diploma for Waste Supervisor

In addition, candidates who enjoy leading teams of people at work could also move onto a qualification as a Team Leader or Supervisor such as qualifications at Levels 2, 3 and 4 through the Institute of Leadership and Management (ILM) as a Team Leader or Supervisor such as qualifications at Levels 2, 3 and 4 through the Institute of Leadership and Management (ILM).

1.3 Qualification support materials

City & Guilds provides the following publications and resources specifically for these qualifications:

Description	How to access
Candidate logbook	www.cityandguilds.com

2 Centre requirements

This section outlines the approval processes for Centres to offer these qualifications and any resources that Centres will need in place to offer the qualifications including qualification-specific requirements for Centre staff.

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the qualification Level 2 NVQ in Waste Management (0735) will receive automatic approval to run the new Level 2 Certificate/Diploma in Sustainable Resource Management (0746).

2.1 Resource requirements

Human resources

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

Assessors and internal verifiers

Centre staff should hold, or be working towards, the relevant experience requirements outlined below.

- Demonstrate a high level of interpersonal and communication skills
- Have up-to-date knowledge of current practice and emerging issues within their industry and be aware there may be differences between the 4 UK countries
- Have a thorough understanding of the national occupational standards for the qualifications they are assessing or verifying and be able to interpret them and offer advice on assessment-related matters
- Show experience and working knowledge of the assessment and verification processes relating to the context in which they are working
- Demonstrate they have relevant and credible technical and/or industrial experience not more than 5 years old – at a level relevant to their role and the award
- Show they are able to act as an emissary of the awarding body and be able to facilitate consistency across centres

If assessing or internally verifying a Level 3 or 4 qualification which leads to a COTC (or equivalent), staff must have held one of the following posts:

- Management of a similar waste management facility
- Area management of direct operational management
- Working alongside site managers as a result of developing, auditing or commissioning operational facilities.

If assessing or internally verifying a Level 1 to 4 qualification which is not leading to a COTC (or equivalent), staff must have held one of the following posts:

- Hold a 'supervisory grade' in the category of the award to be assessed or verified
- Have an approved qualification at least one level higher than the award they will assess or verify.

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.

2.2 Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold. There are no formal entry requirements for candidates undertaking these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

Age restrictions

There are no age limits attached to candidates undertaking the qualifications unless this is a legal requirement of the process or the environment.

3 Course design and delivery

3.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualification they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

3.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification.

When designing and delivering the course programme, centres might wish to incorporate other teaching and learning that is not assessed as part of the qualification. This might include the following:

- literacy, language and/or numeracy
- personal learning and thinking
- personal and social development
- employability

Where applicable, this could involve enabling the candidate to access relevant qualifications covering these skills.

4 Assessment

4.1 Summary of assessment methods

For these qualifications, candidates will be required to complete the following assessments:

- a portfolio of evidence for **each** unit.

4.2 Recording forms

Candidates and centres may decide to use a paper-based or electronic method of recording evidence. City & Guilds endorses several ePortfolio systems. Further details are available at: www.cityandguilds.com/eportfolios.

City & Guilds has developed logbooks for this qualification. They are available from the City & Guilds website or can be ordered from Publications. Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre.

4.3 Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) recognises the contribution a person's previous experience could contribute to a qualification.

5 Units

Availability of units

The units for these qualifications follow. The learning outcomes and assessment criteria are also viewable on The Register of Regulated Qualifications: <http://register.ofqual.gov.uk/Unit>

Structure of units

The units in these qualifications are written in a standard format and comprise the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria

Unit 101

Manual collection of waste

Level: 1
Credit value: 3
UAN: K/602/1261

Unit aim

This unit is about collecting waste safely in accordance with the organisation's guidelines.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to collect waste
2. be able to operate equipment
3. be able to use and communicate information
4. be able to resolve problems arising from collecting waste
5. understand the regulation procedures and requirements for manual collection of waste
6. understand the specific regulation procedures and requirements for manual collection of waste
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO4.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 101 Manual collection of waste

Assessment Criteria

Outcome 1. be able to collect waste

The learner can:

- 1.1 leave the designated collection area clean and safe
- 1.2 use Personal Protective Equipment (PPE) in accordance with organisational procedures
- 1.3 follow all health and safety and work procedures and instructions throughout the collection process
- 1.4 make sure there is safe access to the waste to be collected
- 1.5 collect Waste, using manual and mechanical handling techniques, in a manner which avoids the risk of injury to self and others
- 1.6 reject waste and deal with non-conforming waste in accordance with organisational procedures
- 1.7 check and confirm containers contain the correct classification of waste
- 1.8 use the proper manual handling techniques for the different types of containers.

Outcome 2. be able to operate equipment

The learner can:

- 2.1 follow organisational and manufacturer's procedures to operate machinery and equipment safely
- 2.2 report faults and defects as soon as possible in line with operational procedures
- 2.3 work in a manner which reduces the risk of injury and disease to self and others, and avoids risk of harm to self, others and the environment
- 2.4 operate equipment in a safe and efficient manner in accordance with risk assessment and equipment operating procedures.

Outcome 3. be able to use and communicate information

The learner can:

- 3.1 give and request information to and from designated person
- 3.2 check the collection documentation is accurate and complete.

Outcome 4. be able to resolve problems arising from collecting waste

The learner can:

- 4.1 report promptly any circumstances which affect the collection of the waste, in accordance with operational procedures
- 4.2 report any damage which results from the collection process, in accordance with operational procedures
- 4.3 resolve problems within limits of their own responsibility.

Outcome 5. understand the regulation procedures and requirements for manual collection of waste

The learner can:

- 5.1 describe appropriately the classifications and types of waste
- 5.2 describe appropriately the potential hazards associated with different wastes
- 5.3 describe appropriately details of operational procedures and documentation
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.6 determine how to identify work-related hazards and risks
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for manual collection of waste

The learner can:

- 6.1 describe appropriately waste collection schemes relevant to the organisation
- 6.2 describe appropriately the safe working areas and hazards associated with loading waste
- 6.3 describe appropriately the characteristics of different types of collection receptacle and how to handle them
- 6.4 describe appropriately the reasons for rejecting waste
- 6.5 describe appropriately information required for the completion of organisational documentation
- 6.6 describe appropriately equipment operating procedures and the importance of carrying them out correctly.
- 6.7 determine how to deal with non-conforming waste
- 6.8 determine how to avoid the risk of injury and disease
- 6.9 determine how to minimise the risk of harm to oneself and the environment
- 6.10 determine how to deal with hazardous waste
- 6.11 determine how to deal with unsuitable and damaged collection equipment.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Unit 102

Process received waste

Level: 1
Credit value: 7
UAN: Y/602/1367

Unit aim

This unit is about complying with waste processing procedures.

Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

1. be able to process received waste in accordance with operational procedures
2. be able to use and communicate data and information to comply with waste processing procedures
3. be able to resolve problems which arise from processing waste
4. understand the regulation procedures and requirements for processing received waste
5. understand the specific regulation procedures and requirements for processing received waste
6. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **70** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO19.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 102 Process received waste

Assessment Criteria

Outcome 1. be able to process received waste in accordance with operational procedures

The learner can:

- 1.1 maintain personal standards of hygiene and conduct
- 1.2 use the designated methods when handling waste for processing
- 1.3 select and use the designated personal protective equipment (PPE)
- 1.4 confirm the waste to be processed complies with waste acceptance procedures
- 1.5 determine the types of waste and the methods of processing them which needs to be used
- 1.6 reject unacceptable waste procedures and ensure it is dealt with in the proper way
- 1.7 take immediate steps to deal with the spillage of waste and any release of contamination to the environment
- 1.8 make sure the cleanliness and hygiene of the facility is maintained at all times
- 1.9 comply with all health and safety and organisational procedures and instructions.

Outcome 2. be able to use and communicate data and information to comply with waste processing procedures

The learner can:

- 2.1 verify the detail in the documentation received with the waste is correct before the waste is processed
- 2.2 check the process control information for treatment meets the required operational standards
- 2.3 record and report any defects in equipment, failure to meet processing requirements, and accidents or incidents in accordance with operational procedures
- 2.4 check the records which will be used for quality assurance purposes are dealt with correctly and are stored securely.

Outcome 3. be able to resolve problems which arise from processing waste

The learner can:

- 3.1 alert the designated person promptly to emergencies and accidents which arise on the work site
- 3.2 follow operational procedures promptly when dealing with accidents which result in personal injury or contamination of people
- 3.3 take steps to ensure hazards are removed from the site and they are reported to the designated person
- 3.4 check that unsafe behaviour is avoided in accordance with the responsibilities of the job role and workplace procedures
- 3.5 report problems that arise within the job role responsibility that cannot be resolved safely
- 3.6 refer matters:
 - to the designated person
 - that affect the integrity of the process, or which pose a health and safety risk.

Outcome 4. understand the regulation procedures and requirements for processing received waste

The learner can:

- 4.1 describe appropriately details of operational procedures and documentation
- 4.2 describe appropriately operational procedures and why it is important to comply with them.
- 4.3 determine the classifications and types of waste
- 4.4 determine the potential hazards associated with different wastes
- 4.5 determine how to identify work-related hazards and risks
- 4.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 4.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 4.8 determine the limits of the job responsibility when communicating with others.

Outcome 5. understand the specific regulation procedures and requirements for processing received waste

The learner can:

- 5.1 identify and determine the different types of waste received in a waste facility.
- 5.2 describe appropriately the waste processing procedures for the site
- 5.3 describe appropriately the different methods of processing waste
- 5.4 describe appropriately the procedures for reporting hazards and removing them from site
- 5.5 describe appropriately documentation and recording procedures to comply with organisational requirements and regulations
- 5.6 describe appropriately environmental permit requirements relating to the processing of wastes
- 5.7 describe appropriately organisational procedures and requirements related to the processing of wastes.
- 5.8 determine the waste received matches the description on the documentation
- 5.9 determine different types of waste is contained and packaged correctly
- 5.10 determine how to identify unacceptable waste in deliveries
- 5.11 determine how to handle and process different types of waste and minimise risk
- 5.12 determine how to deal with accidents and emergencies resulting from spillages and contamination
- 5.13 determine how to deal with personal injury and accidents to other people
- 5.14 determine how to prevent processed waste becoming contaminated before it is despatched.

Outcome 6. be able to work in a manner which underpins effective performance

The learner can:

- 6.1 recognise and act when others need support
- 6.2 take responsibility for resolving problems in their work area.

Level: 1
Credit value: 3
UAN: T/602/1067

Unit aim

This unit is about identifying risks and hazards and dealing effectively with emergency procedures as they occur on waste management facilities.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to operate and control a waste transport vehicle
2. be able to transport waste
3. be able to use and communicate data and information related to the transportation of waste
4. be able to resolve problems which arise with the transportation of waste
5. understand the regulation procedures and requirements for transportation of waste
6. understand the specific regulation procedures and requirements for transportation of waste
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO9.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 103 Transportation of waste

Assessment Criteria

Outcome 1. be able to operate and control a waste transport vehicle

The learner can:

- 1.1 carry out daily routine checks on the vehicle in accordance with operational procedures
- 1.2 check the operational suitability of the vehicle and specialist equipment
- 1.3 drive and manoeuvre the vehicle safely in line with training and operational procedures
- 1.4 drive the vehicle in a manner which minimises wear and tear, the risk of accidental damage, and maximises efficiency
- 1.5 drive in a manner which shows consideration for others, and minimises risk to oneself and the crew
- 1.6 drive and operate the vehicle legally
- 1.7 check the load is secure and stable before moving off.

Outcome 2. be able to transport waste

The learner can:

- 2.1 monitor continuously the condition of the vehicle and its load by observing the vehicle's performance, and report any problems in accordance with operational procedures
- 2.2 follow operational procedures in the event of accident, breakdown, and other problems.

Outcome 3. be able to use and communicate data and information related to the transportation of waste

The learner can:

- 3.1 complete and sign the daily vehicle checks documentation
- 3.2 report problems which arise from the vehicle check
- 3.3 record variations in vehicle performance
- 3.4 complete operational documentation
- 3.5 check regulatory documentation and signage is completed and positioned accurately.

Outcome 4. be able to resolve problems which arise with the transportation of waste

The learner can:

- 4.1 report variations in vehicle performance
- 4.2 take steps to deal with unsecured or unstable loads
- 4.3 advise colleagues or managers of situations which require their attention
- 4.4 report situations which are outside the job role responsibilities in line with operational procedures
- 4.5 resolve problems to improve vehicle performance.

Outcome 5. understand the regulation procedures and requirements for transportation of waste

The learner can:

- 5.1 describe appropriately the classifications and types of waste
- 5.2 describe appropriately the potential hazards associated with different wastes
- 5.3 describe appropriately details of operational procedures and documentation
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for transportation of waste

The learner can:

- 6.1 describe appropriately vehicle controls, equipment, and their functions
- 6.2 describe appropriately vehicle handling and characteristics
- 6.3 describe appropriately load characteristics and their effects on vehicle performance
- 6.4 describe appropriately the methods of checking vehicle performance
- 6.5 describe appropriately the requirements of the organisation receiving the load
- 6.6 describe appropriately legislation affecting the vehicle, its driver, and its load.
- 6.7 determine how to identify variances in vehicle performance, remedy them or report them
- 6.8 determine how to identify deviations from the schedule of operations
- 6.9 determine how to establish load stability
- 6.10 determine how to manoeuvre safely and effectively.
- 6.11 determine how to minimise wear and tear and the risk of accidents.
- 6.12 determine how to deal with accidents, breakdowns or other problems.
- 6.13 determine how to accommodate special instructions in route and schedule planning
- 6.14 determine the potential environmental impact of the vehicle and its load.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Unit 104

Working with other people

Level: 1
Credit value: 2
UAN: T/602/1263

Unit aim

This unit is about the competence required to work with other people.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to agree individual work activities when working with others
2. be able to complete work activities with others
3. be able to use and communicate data and information
4. be able to resolve problems which could affect working with others
5. understand the regulation procedures and requirements for working with other people
6. understand the specific procedures and requirements for working with other people
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO2.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 104 Working with other people

Assessment Criteria

Outcome 1. be able to agree individual work activities when working with others

The learner can:

- 1.1 agree the division of work with others before beginning work
- 1.2 plan the best way to carry out the work to performance requirements
- 1.3 confirm the working methods that will be used to comply with operational requirements.

Outcome 2. be able to complete work activities with others

The learner can:

- 2.1 carry out and complete work activities within performance requirements
- 2.2 check with other people for any difficulties which arise from carrying out the work
- 2.3 prevent disagreements between people from disrupting work.

Outcome 3. be able to use and communicate data and information

The learner can:

- 3.1 complete work documentation in accordance with operational requirements
- 3.2 provide colleagues with information to enable them to undertake work in accordance with operational requirements
- 3.3 obtain, and communicate to colleagues, information that is needed to enable tasks to be undertaken effectively and safely.

Outcome 4. be able to resolve problems which could affect working with others

The learner can:

- 4.1 notify the designated person when work is likely to be completed later than a pre-agreed schedule
- 4.2 report instances of unsafe or disruptive behaviour in accordance with operational procedures
- 4.3 report problems arising within own area of responsibility to the designated person
- 4.4 notify matters outside the responsibility of the job role to the designated person.

Outcome 5. understand the regulation procedures and requirements for working with other people

The learner can:

- 5.1 describe appropriately the classifications and types of waste
- 5.2 describe appropriately the potential hazards associated with different wastes
- 5.3 describe appropriately details of operational procedures and documentation
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific procedures and requirements for working with other people

The learner can:

- 6.1 determine how to develop productive working relationships with colleagues
- 6.2 determine the nature of other people's work
- 6.3 determine how each person's work affects each other
- 6.4 determine how to resolve misunderstandings
- 6.5 determine how to make helpful contributions to work-related meetings and discussions
- 6.6 determine how to recognise difficulties in own work
- 6.7 determine different styles of working.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Unit 105

Direct waste delivery crews on a waste management facility

Level: 1
Credit value: 2
UAN: H/602/1369

Unit aim

This unit is about controlling waste deliveries arriving at a waste management facility.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to confirm the suitability of vehicles for entry to the facility
2. be able to direct waste delivery crews to unloading or holding areas
3. be able to use and communicate data and information in accordance with operational procedures
4. be able to resolve problems which arise from directing waste delivery crews
5. understand the regulation procedures and requirements for directing waste delivery crews on a waste management facility
6. understand the specific regulation procedures and requirements for directing waste delivery crews on a waste management facility
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO17.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 105 **Direct waste delivery crews on a waste management facility**

Assessment Criteria

Outcome 1. be able to confirm the suitability of vehicles for entry to the facility

The learner can:

- 1.1 check that visiting drivers or crew members who are not wearing appropriate PPE remain in the vehicle cab at all times when it is on the site
- 1.2 select and use the designated personal protective equipment (PPE) in accordance with operational procedures
- 1.3 check and confirm waste delivery vehicles and their loads are suitable for the current conditions on the facility
- 1.4 comply with operational regulations and guidelines for maintaining security on the facility.

Outcome 2. be able to direct waste delivery crews to unloading or holding areas

The learner can:

- 2.1 check visiting drivers and crews understand the site rules and provide them with instructions required for vehicle movements and waste operations on the facility
- 2.2 direct drivers and crews delivering waste to the designated area for discharge
- 2.3 direct drivers and crews that arrive with unacceptable waste to a holding area and seek further instructions from the designated person
- 2.4 ensure delivery vehicle crews adhere to safety signage and speed limits.

Outcome 3. be able to use and communicate data and information in accordance with operational procedures

The learner can:

- 3.1 report promptly - to the designated person - when a vehicle or its load does not meet organisational requirements
- 3.2 check documents for wastes being accepted are completed accurately and legibly, and they are stored in the designated place
- 3.3 provide vehicle crews with clear and precise instructions for unloading or waiting in a holding area
- 3.4 report immediately to the designated person any incidents, accidents and emergencies that arise within the responsibility of the job role
- 3.5 complete the facility reporting documentation for incidents or near-misses, accidents and emergencies
- 3.6 report breaches of site security and defects arising on site equipment.

Outcome 4. be able to resolve problems which arise from directing waste delivery crews

The learner can:

- 4.1 ensure unaccompanied drivers receive assistance to manoeuvre their vehicles safely on site
- 4.2 arrange to have spillages from unloading of vehicles to be cleared up as quickly as possible
- 4.3 inform the driver before the vehicle leaves the site if a fault that may affect its roadworthiness is noticed.

Outcome 5. understand the regulation procedures and requirements for directing waste delivery crews on a waste management facility

The learner can:

- 5.1 describe appropriately details of operational procedures and documentation
- 5.2 describe appropriately operational procedures and why it is important to comply with them.
- 5.3 determine the classifications and types of waste
- 5.4 determine the potential hazards associated with different wastes
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for directing waste delivery crews on a waste management facility

The learner can:

- 6.1 describe appropriately the organisational regulations, site rules for visitors and operating procedures for the facility.
- 6.2 determine how to recognise that vehicles are suitable for the site and any conditions affecting the site
- 6.3 determine how to identify loads and check the documentation for them is correct
- 6.4 determine the current facility conditions and implications for vehicles manoeuvring and unloading
- 6.5 determine how to recognise and interpret identification codes for hazardous loads
- 6.6 determine how to respond to any incidents, accidents and emergencies arising during site operations.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Level: 1
Credit value: 7
UAN: F/602/1377

Unit aim

This unit defines the competence required to comply with the despatch of wastes procedures. It involves ensuring the processed waste is stored adequately and remains uncontaminated before it is despatched. It involves being diligent with regard to hazards and taking steps to remove them in accordance with site procedures.

Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

1. be able to despatch processed waste in accordance with operational procedures
2. be able to use and communicate data and information
3. be able to resolve problems which arise from despatching stored and received waste
4. understand the regulation procedures and requirements for despatching stored and received waste
5. understand the specific regulation procedures and requirements for despatching stored and received waste
6. be able to work in a manner which underpins performance

Guided learning hours

It is recommended that **70** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO20.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 106 Despatch stored and received waste

Assessment Criteria

Outcome 1. be able to despatch processed waste in accordance with operational procedures

The learner can:

- 1.1 make sure the processed waste to be despatched does not become contaminated
- 1.2 make sure the processed waste to be despatched is suitably contained and meets all process requirements
- 1.3 store the processed waste and residues in the areas designates for waste transfer or disposal
- 1.4 check that all regulations are complied with by the collector when despatching waste or waste for disposal.

Outcome 2. be able to use and communicate data and information

The learner can:

- 2.1 report to the designated person when the storage facilities do not meet operational requirements
- 2.2 complete all documentation for the despatch of waste consignments and check the details for the waste to be despatched are correct
- 2.3 check the despatch information meets the required operational standards
- 2.4 record and report any defects in equipment, failure to meet despatch requirements, and any accidents or incidents
- 2.5 check the records which will be used for quality assurance purposes are dealt with correctly and are stored securely in accordance with organisational procedures

Outcome 3. be able to resolve problems which arise from despatching stored and received waste

The learner can:

- 3.1 alert the designated person promptly to emergencies, accidents and near misses which arise on the work site.
- 3.2 follow operational procedures promptly when dealing with accidents which result in personal injury or contamination of people.
- 3.3 take steps to ensure hazards are removed from the site and they are reported to the designated person.
- 3.4 check that unsafe behaviour is avoided in accordance with the responsibilities of the job role and workplace procedures.
- 3.5 report problems that arise within the job role responsibility that cannot be resolved safely.
- 3.6 refer matters to the designated person that affect the despatch process, or which pose a health and safety risk.

Outcome 4. understand the regulation procedures and requirements for despatching stored and received waste

The learner can:

- 4.1 describe appropriately details of operational procedures and documentation.
- 4.2 describe appropriately operational procedures and why it is important to comply with them.
- 4.3 determine the classifications and types of waste.
- 4.4 determine the potential hazards associated with different wastes.
- 4.5 determine how to identify work-related hazards and risks.
- 4.6 determine how to deal constructively with colleagues and other people and resolve disagreements.
- 4.7 determine how to use personal protective equipment (PPE) in line with operational procedures.
- 4.8 determine the limits of the job responsibility when communicating with others.

Outcome 5. understand the specific regulation procedures and requirements for despatching stored and received waste

The learner can:

- 5.1 describe appropriately the waste despatch procedures for the site.
- 5.2 describe appropriately the different methods of despatching wastes.
- 5.3 describe appropriately the procedures for reporting hazards and removing them from site.
- 5.4 describe appropriately documentation and recording procedures to comply with organisational requirements and regulations.
- 5.5 describe appropriately organisational procedures and requirements related to the despatch of wastes.
- 5.6 determine the waste being despatched matches the description on the documentation.
- 5.7 determine how to contain and package wastes correctly.
- 5.8 determine how to handle and despatch different types of waste and minimise risk.
- 5.9 determine how to deal with accidents and emergencies resulting from spillages and contamination.
- 5.10 determine how to deal with personal injury and accidents to other people.
- 5.11 determine how to prevent processed waste becoming contaminated before it is despatched.

Outcome 6. be able to work in a manner which underpins performance

The learner can:

- 6.1 recognise and act when others need support.
- 6.2 take responsibility for resolving problems in their work area.

Unit 107

General duties on waste facilities

Level: 1
Credit value: 4
UAN: Y/602/1370

Unit aim

This unit is about carrying out general site duties in a safe way.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to carry out general duties safely
2. be able to store tools, equipment and consumable materials safely
3. be able to use and communicate data and information
4. be able to report problems to the designated person
5. understand the regulation procedures and requirements for general duties on waste facilities
6. understand the specific regulation procedures and requirements for general duties on waste facilities
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **40** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO16.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 107 General duties on waste facilities

Assessment Criteria

Outcome 1. be able to carry out general duties safely

The learner can:

- 1.1 confirm own understanding of the work instructions given for carrying out the work required
- 1.2 check risk assessments are in place
- 1.3 select and use personal protective equipment (PPE)
- 1.4 select and use the tools and equipment designated for the job for all tasks to be carried out/undertaken
- 1.5 check the tools and equipment selected are safe, are serviceable, and are in a useable condition
- 1.6 clean tools and equipment when their use is finished at the end of each day, and return them to storage
- 1.7 comply with safe working practice and procedures
- 1.8 handle waste materials in the way specified in procedures
- 1.9 dispose of used consumable materials in accordance with operational requirements
- 1.10 comply with procedures and guidelines for maintaining security in the place where the work has been done.

Outcome 2. be able to store tools, equipment and consumable materials safely

The learner can:

- 2.1 return unused consumable materials to the store
- 2.2 keep storage areas clean and tidy and make sure access is clear and unobstructed
- 2.3 store tools, equipment, PPE, and consumable materials in the designated place in accordance with operational requirements.

Outcome 3. be able to use and communicate data and information

The learner can:

- 3.1 ensure that other people likely to be affected by tasks being carried out by them are notified and informed of any risks
- 3.2 complete all documentation for work that they carry out if they are required to do so
- 3.3 ensure documentation is legible and clear, and seek confirmation from a person in authority if there are any doubts or discrepancies.

Outcome 4. be able to report problems to the designated person

The learner can:

- 4.1 report unauthorised removal of tools, equipment or consumable materials from stores or the working area to a designated person
- 4.2 report faults and damage to tools and equipment rendering them unusable or unsafe
- 4.3 report hazards and significant risks encountered while working.

Outcome 5. understand the regulation procedures and requirements for general duties on waste facilities

The learner can

- 5.1 describe appropriately the classifications and types of waste
- 5.2 describe appropriately the potential hazards associated with different wastes
- 5.3 describe appropriately details of operational procedures and documentation
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for general duties on waste facilities

The learner can

- 6.1 describe appropriately the procedures to ensure risks are under control
- 6.2 describe appropriately approved methods to carry out tasks
- 6.3 describe appropriately storage methods for tools, equipment and consumable
- 6.4 describe appropriately documentation required to comply with operational requirements
- 6.5 describe appropriately methods for the safe disposal of used consumable and waste materials.
- 6.6 determine how to recognise and handle safely substances that are hazardous to health.
- 6.7 determine how to deal safely with statutory and other nuisance
- 6.8 determine the tools, equipment, PPE, and consumable materials that are subject to damage
- 6.9 determine how to store tools, equipment, PPE, and consumable materials in a way which prevents them from being accidentally damaged and to ensure the safety of oneself and others
- 6.10 determine the effects of weather on consumable materials in use and in storage
- 6.11 determine how to use hand tools and equipment correctly and safely
- 6.12 determine the characteristics of consumable materials and how to use them safely in compliance with operational procedures
- 6.13 determine consumable materials requiring specialised or secure storage
- 6.14 determine how to check for damage and faults in tools and equipment and appropriate method of cleaning them
- 6.15 determine when it is safe to proceed with work tasks when work has been suspended because of a risk or hazard.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Unit 108

Maintain the security of waste management facilities

Level: 1
Credit value: 7
UAN: K/602/1373

Unit aim

This unit is about maintaining security of the premises and the equipment and materials used there.

Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

1. be able to maintain the security of the premises, equipment and materials
2. be able to use and communicate data and information
3. be able to resolve problems which arise from maintaining security
4. understand the regulation procedures and requirements for maintaining the security of waste management facilities
5. understand the specific regulation procedures and requirements for maintaining the security of waste management facilities
6. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **23** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO13.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 108 Maintain the security of waste management facilities

Assessment Criteria

Outcome 1. be able to maintain the security of the premises, equipment and materials

The learner can:

- 1.1 follow all organisational procedures where they are a lone worker
- 1.2 maintain personal visibility in poor light conditions when opening and securing premises
- 1.3 check the integrity of the access to the premises on arrival and follow the correct entering procedures
- 1.4 carry out a general visual check of premises internally and externally for anything unusual
- 1.5 store equipment and materials safely and securely when not in use
- 1.6 check plant and equipment - not stored in a secure place - are immobilised when not in use
- 1.7 check all keys for vehicles and plant stored on site, and keys for internal access, are adequately labelled and stored securely when not in use
- 1.8 check that any waste stored in the facility is in a suitable safe and stable condition to be left in situ after the premises have been secured
- 1.9 turn off lights and power supplying equipment not required for security
- 1.10 follow the correct exit procedures - including setting alarm systems that are fitted - and secure the premises.

Outcome 2. be able to use and communicate data and information

The learner can:

- 2.1 comply with operational procedures or guidelines for maintaining security of equipment and information
- 2.2 report any actual, or potential, breaches of security in accordance with operational procedures
- 2.3 store confidential information securely
- 2.4 ensure spare keys for access to the facility, and for vehicles and equipment kept on site, are correctly labelled and securely stored in a designated place off site
- 2.5 check documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies
- 2.6 check records of consumable resources used, and held in stock, are up-to-date
- 2.7 report any excesses, shortages or recording errors for consumables stored on site to the designated person.

Outcome 3. be able to resolve problems which arise from maintaining security

The learner can:

- 3.1 arrange for damaged or insecure gates, doors, or window locks or catches to be repaired or replaced to enable the premises to be secured when not in use
- 3.2 arrange for lights that are not working to be restored to full working order
- 3.3 arrange for damage to the facility, or security equipment, to be repaired in accordance with operational procedures.

Outcome 4. understand the regulation procedures and requirements for maintaining the security of waste management facilities

The learner can:

- 4.1 describe appropriately the classifications and types of waste
- 4.2 describe appropriately the potential hazards associated with different wastes
- 4.3 describe appropriately details of operational procedures and documentation
- 4.4 describe appropriately operational procedures and why it is important to comply with them.
- 4.5 determine how to identify work-related hazards and risks
- 4.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 4.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 4.8 determine the limits of the job responsibility when communicating with others.

Outcome 5. understand the specific regulation procedures and requirements for maintaining the security of waste management facilities

The learner can:

- 5.1 describe appropriately entering and leaving procedures for the facility
- 5.2 describe appropriately other methods of securing equipment and materials.
- 5.3 determine how to recognise and report suspicious occurrences
- 5.4 determine how to recognise and report breaches of security
- 5.5 determine what information about the organisation is confidential
- 5.6 determine why information about clients and visitors should be kept confidential
- 5.7 determine how to check use of consumable resources
- 5.8 determine how to immobilise machinery and equipment
- 5.9 determine location and security of keys for vehicles and plant.

Outcome 6. be able to work in a manner which underpins effective performance

The learner can:

- 6.1 recognise and act when others need support
- 6.2 take responsibility for resolving problems in their work area.

Unit 109

Manual handling, lifting and moving of loads in a waste environment

Level: 1
Credit value: 2
UAN: R/602/2078

Unit aim

This unit is about lifting and moving loads safely. It covers both manual lifting and the use of lifting equipment.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. understand how to prepare for handling and lifting loads
2. understand procedures and instructions for handling and lifting loads
3. be able to handle and lift loads

Guided learning hours

It is recommended that **10** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO38.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 109 Manual handling, lifting and moving of loads in a waste environment

Assessment Criteria

Outcome 1. understand how to prepare for handling and lifting loads

The learner can:

- 1.1 describe the process for identifying if loads are safe to move
- 1.2 explain the reasons for planning a route when moving loads
- 1.3 give examples of safe handling techniques.

Outcome 2. understand procedures and instructions for handling and lifting loads

The learner can:

- 2.1 describe company guidelines and procedures for safe handling and moving loads
- 2.2 describe the relevant health and safety regulations for the safe handling and movement of loads
- 2.3 give examples of the consequences of using unsafe techniques to self and others.

Outcome 3. be able to handle and lift loads

The learner can:

- 3.1 select safe and efficient routes for moving items
- 3.2 wears assigned personal protection equipment when moving loads
- 3.3 use safe and approved handling techniques when moving loads
- 3.4 resolves problems within own area of personal responsibility
- 3.5 report problems outside own personal responsibility to resolve to designated personnel.

Unit 110

Mechanically handle waste

Level: 1
Credit value: 3
UAN: D/602/1385

Unit aim

This unit is about using mechanically operated machinery and equipment to move waste loads.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to prepare to use mechanical handling equipment to load, move, and unload waste
2. be able to load, move and unload waste using mechanical handling equipment
3. be able to use and communicate data and information
4. be able to resolve problems which arise from mechanically handling waste
5. understand the regulation procedures and requirements for mechanically handling waste
6. understand the specific regulation procedures and requirements for mechanically handling waste
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO28.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 110 Mechanically handle waste

Assessment Criteria

Outcome 1. be able to prepare to use mechanical handling equipment to load, move, and unload waste

The learner can:

- 1.1 select and use the designated personal protective equipment (PPE) in compliance with operational requirements
- 1.2 undertake daily checks and confirm the mechanical handling equipment and its attachments and accessories are working in accordance with operational and manufacturer's procedures
- 1.3 check all required certification is in date for the piece of equipment to be used
- 1.4 check that risk assessments have been completed before operations are started
- 1.5 confirm the machine complies with legal requirements where it is used on the public highway.

Outcome 2. be able to load, move and unload waste using mechanical handling equipment

The learner can:

- 2.1 operate machinery in accordance with work instructions and organisational procedures
- 2.2 comply with organisational procedures for lone working
- 2.3 make sure the machine is operated within its safe working limit
- 2.4 operate mechanical handling equipment in a manner which minimises the potential for damage to colleagues, pedestrians, and other vehicles
- 2.5 keep the working area clean, tidy, and in a safe condition
- 2.6 comply with operational procedures and documents when handling waste
- 2.7 check and confirm the equipment to be used is suitable for the characteristics of the waste
- 2.8 make sure that the waste is handled in a safe manner
- 2.9 make sure the load being handled is stable at all times
- 2.10 make sure the work area is free from obstructions at all times during operations
- 2.11 monitor the work environment continuously to minimise risk.

Outcome 3. be able to use and communicate data and information

The learner can:

- 3.1 provide information to others to complete all documentation associated with the handling of the load
- 3.2 report situations where waste does not comply with documentation
- 3.3 report defects on equipment, and in the work area, when handling waste.

Outcome 4. be able to resolve problems which arise from mechanically handling waste

The learner can:

- 4.1 deal with emergencies and spillages in line with operational procedures
- 4.2 rectify and resolve any discrepancies between the paperwork and the waste before it is loaded or unloaded
- 4.3 check defects in the specialist handling equipment are rectified before using it
- 4.4 take steps immediately in accordance with operational procedures to ensure unsafe conditions are dealt with
- 4.5 advise colleagues or managers of situations which require their attention
- 4.6 report situations which are outside the job role responsibilities in line with organisational procedures.

Outcome 5. understand the regulation procedures and requirements for mechanically handling waste

The learner can:

- 5.1 describe appropriately the classifications and types of waste
- 5.2 describe appropriately the potential hazards associated with different wastes
- 5.3 describe appropriately details of operational procedures and documentation
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for mechanically handling waste

The learner can:

- 6.1 describe appropriately the techniques for handling loads
- 6.2 describe appropriately the legal requirements for operating machines on the public highway.
- 6.3 determine how to check on-site risk assessments are in place
- 6.4 determine the physical and handling characteristics of wastes and containers
- 6.5 determine how adverse conditions can affect the handling of loads
- 6.6 determine how to work in a manner which minimises the potential for damage to buildings and vehicles
- 6.7 determine how to work in a manner that minimises the risk of injury to colleagues and pedestrians
- 6.8 determine how to recognise and prevent distortion or movement of stored waste whilst picking up and placing loads.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Unit 111

Operate equipment to install, remove and replace containers for waste

Level: 1
Credit value: 2
UAN: A/602/1068

Unit aim

This unit is about installing and removing containers for waste.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to select and install containers for waste in line with operational procedures
2. be able to remove and replace containers for waste in line with operational procedures
3. be able to use and communicate data and information relating to installing, removing and replacing containers for waste
4. be able to resolve problems which arise from installing, removing and replacing containers for waste
5. understand the regulation procedures and requirements for installing, removing and replacing containers for waste
6. understand the specific regulation procedures and requirements for installing, removing and replacing containers for waste
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO8.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 111 Operate equipment to install, remove and replace containers for waste

Assessment Criteria

Outcome 1. be able to select and install containers for waste in line with operational procedures

The learner can:

- 1.1 select containers which are suitable for the intended purpose
- 1.2 prepare containers for use
- 1.3 select and use personal protective equipment (PPE) in line with operational procedures
- 1.4 check handling equipment is fit for purpose and safe to use
- 1.5 load and unload containers to and from vehicles
- 1.6 install and position containers.

Outcome 2. be able to remove and replace containers for waste in line with operational procedures

The learner can:

- 2.1 ensure the containers are safely accessible
- 2.2 use the designated personal protective equipment (PPE)
- 2.3 check handling equipment is fit for purpose and safe to use
- 2.4 remove containers and load them safely onto a suitable vehicle
- 2.5 check that containers are stored in line with operational procedures.

Outcome 3. be able to use and communicate data and information relating to installing, removing and replacing containers for waste

The learner can:

- 3.1 follow all operational procedures where they are a lone worker
- 3.2 check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies
- 3.3 complete documentation in accordance with operational procedures
- 3.4 record out of specification, misused or damaged containers in accordance with operational procedures.

Outcome 4. be able to resolve problems which arise from installing, removing and replacing containers for waste

The learner can:

- 4.1 make arrangements for clearing blockages to access for delivering or removing containers
- 4.2 arrange for out of specification, misused or damaged containers to be removed from service in accordance with operational procedures
- 4.3 report promptly situations where security at premises does not comply with organisational expectations or requirements
- 4.4 report defective equipment to the designated person
- 4.5 report discrepancies in the information being used when installing and removing containers to the designated person
- 4.6 report incidents, accidents, and near-misses in accordance with operational procedures.

Outcome 5. understand the regulation procedures and requirements for installing, removing and replacing containers for waste

The learner can:

- 5.1 describe appropriately the classifications and types of waste
- 5.2 describe appropriately the potential hazards associated with different wastes
- 5.3 describe appropriately details of operational procedures and documentation
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for installing, removing and replacing containers for waste

The learner can:

- 6.1 describe appropriately safe loading and unloading procedures
- 6.2 describe appropriately load restraint techniques
- 6.3 determine how to identify containers for waste
- 6.4 determine how to select containers suitable for requirements
- 6.5 determine the nature and characteristics of containers for waste
- 6.6 determine how to deal with poor labelling or identification of containers for waste
- 6.7 determine how to prepare containers for waste for use
- 6.8 determine how to operate handling equipment safely
- 6.9 determine how to recognise and record defects
- 6.10 determine the nature of defects and methods to deal with them
- 6.11 determine how to deal with incidents, accidents, and near misses.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Unit 112

Support safety around waste collection vehicles

Level: 1
Credit value: 2
UAN: H/602/1372

Unit aim

This unit is about maintaining the safety of vehicle movements in the workplace, facility or client premises.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to support safe operations of the waste collection vehicle
2. be able to keep people safe from waste collection vehicle movements
3. be able to use and communicate data and information
4. be able to resolve problems which arise from vehicle safety
5. understand the regulation procedures and requirements for supporting safety around waste collection vehicles
6. understand the specific regulation procedures and requirements for supporting safety around waste collection vehicles
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO14.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 112 Support safety around waste collection vehicles

Assessment Criteria

Outcome 1. be able to support safe operations of the waste collection vehicle

The learner can:

- 1.1 select and use the designated PPE before starting operations in accordance with the operational requirements
- 1.2 check and test the vehicle safety systems on a daily basis before starting work
- 1.3 help to rectify faults which are caused by malfunctioning systems, obscured safety features and illegible notices and signs
- 1.4 check that safety and amenity equipment carried on the vehicle is in place and suitable for use
- 1.5 replenish missing health, safety or welfare consumables and PPE needed for the proper operation of the vehicle and safety of the crew
- 1.6 clean and reset dirty or obscured safety signs, mirrors, observational devices or operating information notices on the vehicle.

Outcome 2. be able to keep people safe from waste collection vehicle movements

The learner can:

- 2.1 give clear hand signals to assist the driver when the vehicle is being manoeuvred
- 2.2 minimise inconvenience to other road users by checking and confirming their whereabouts when the waste collection vehicle is manoeuvring on a public highway
- 2.3 take steps to ensure pedestrians and other road users are at a safe distance from the vehicle when it is manoeuvring or when its mechanisms are operating
- 2.4 be responsible for the security of the vehicle when on operations in the absence of the driver.

Outcome 3. be able to use and communicate data and information

The learner can:

- 3.1 use the work documents provided to ensure any information needed for the work is not missed.

Outcome 4. be able to resolve problems which arise from vehicle safety

The learner can:

- 4.1 inform the driver immediately if a fault is found in the vehicle safety systems
- 4.2 reset any emergency stops on the vehicle when it is safe to do so
- 4.3 report to the designated person - on a daily basis - situations encountered on operational duty which are uncontrolled or inappropriately controlled
- 4.4 report situations where personnel or vehicle safety is compromised in accordance with operational procedures
- 4.5 report defective equipment promptly to the driver or designated person in the driver's absence.

Outcome 5. understand the regulation procedures and requirements for supporting safety around waste collection vehicles

The learner can:

- 5.1 determine the classifications and types of waste
- 5.2 determine the potential hazards associated with different wastes
- 5.3 determine details of operational procedures and documentation
- 5.4 determine operational procedures and why it is important to comply with them
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for supporting safety around waste collection vehicles

The learner can:

- 6.1 describe appropriately the purpose and normal operation of vehicle safety systems
- 6.2 describe appropriately the importance of vehicle and safety checks.
- 6.3 determine how to recognise faults in lighting systems, warning systems, notices and signs
- 6.4 determine how to clean obscured screens, lights, and notices
- 6.5 determine hand signals to use in order to communicate with the driver
- 6.6 determine manoeuvring capabilities of the vehicle in forward and reverse
- 6.7 determine the driver's field of vision from the driving seat
- 6.8 determine the rights of way on the road
- 6.9 determine methods of signalling to other road users
- 6.10 determine the dangers which could arise from manoeuvring a vehicle
- 6.11 determine how to ensure the vehicle is locked and keys removed to prevent unauthorized access to it
- 6.12 determine how to immobilise vehicles and loading equipment safely to prevent unauthorised people interfering with the vehicle
- 6.13 determine how to access and operate health safety and welfare equipment carried on the vehicle.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Unit 201

Comply with emergency procedures on waste management activities

Level: 2
Credit value: 3
UAN: M/602/1262

Unit aim

This unit is about identifying risks and hazards and dealing effectively with emergency procedures as they occur on waste management facilities.

Learning outcomes

There are **eight** learning outcomes to this unit. The learner will:

1. be able to respond to emergency situations involving accidents to people
2. be able to respond to emergency situations involving accidents on the work site
3. be able to minimise the effect of an emergency
4. be able to use and communicate data and information
5. be able to report problems that could affect compliance with emergency procedures
6. understand the regulation procedures and requirements for complying with emergency procedures on waste management activities
7. understand specific regulation procedures for complying with emergency procedures on waste management activities
8. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO29.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 201 **Comply with emergency procedures on waste management activities**

Assessment Criteria

Outcome 1. be able to respond to emergency situations involving accidents to people

The learner can:

- 1.1 raise the alarm in accordance with workplace procedures for accidents to people
- 1.2 alert other workers and managers promptly when someone is involved in an accident
- 1.3 contact the designated first-aider(s) and request first aid treatment as quickly as possible
- 1.4 give any injured people comfort and reassurance.

Outcome 2. be able to respond to emergency situations involving accidents on the work site

The learner can:

- 2.1 raise the alarm using mechanical or electronic means on discovering an emergency
- 2.2 notify the designated personnel promptly when there is a major service failure
- 2.3 alert people promptly to emergencies which arise on their work site
- 2.4 take steps to ensure the emergency services are called in accordance with workplace procedures
- 2.5 notify designated personnel promptly if they encounter any suspicious situations that may cause an emergency.

Outcome 3. be able to minimise the effect of an emergency

The learner can:

- 3.1 check that their actions taken during an emergency reflect the seriousness of the situation but do not cause panic to other people
- 3.2 take action to minimise any environmental damage that may occur through spillage or release of hazardous substances in accordance with workplace procedures
- 3.3 use emergency first aid equipment and other emergency equipment in accordance with workplace procedures
- 3.4 ensure their response to emergencies minimises the risk to their and others' personal safety and minimises damage to equipment and resources.

Outcome 4. be able to use and communicate data and information

The learner can:

- 4.1 notify the designated person promptly when raising an alarm
- 4.2 report unsafe equipment and hazardous locations that have the potential to cause an accident
- 4.3 report situations which emerge from visual inspections or monitoring data which have the potential to pose risks to people
- 4.4 report high risk hazards which are outside the responsibility of their job role to the designated personnel
- 4.5 record the details of an accident they witness or in which they are involved in accordance with organisational procedures.

Outcome 5. be able to report problems that could affect compliance with emergency procedures

The learner can:

- 5.1 deal with unsafe behaviour in accordance with responsibilities of their job role and workplace procedures
- 5.2 report day-to-day problems within their own area of responsibility
- 5.3 refer matters outside the responsibility of their job role to designated personnel.

Outcome 6. understand the regulation procedures and requirements for complying with emergency procedures on waste management activities

The learner can:

- 6.1 describe appropriately the classifications and types of waste
- 6.2 describe appropriately details of operational procedures and documentation
- 6.3 describe appropriately operational procedures and why it is important to comply with them
- 6.4 determine the potential hazards associated with different wastes
- 6.5 determine how to identify work-related hazards and risks
- 6.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 6.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 6.8 determine the limits of the job responsibility when communicating with others

Outcome 7. understand specific regulation procedures for complying with emergency procedures on waste management activities

The learner can:

- 7.1 describe appropriately the procedures for extinguishing, containing and dispersing fires
- 7.2 describe appropriately the organisational procedures for reporting accidents, incidents and dangerous occurrences.
- 7.3 determine how to identify an emergency situation
- 7.4 determine the importance of raising an alarm and the methods available for doing so
- 7.5 determine the importance of contacting an individual trained in first aid
- 7.6 determine how to call the emergency services
- 7.7 determine how to offer reassurance to individuals affected by the emergency.

Outcome 8. be able to work in a manner which underpins effective performance

The learner can:

- 8.1 recognise and act when others need support
- 8.2 take responsibility for resolving problems in their work area.

Unit 203

Contribute to the sustainability, maintenance and preservation of the environment

Level: 2
Credit value: 2
UAN: T/602/1389

Unit aim

This unit is about contributing to the protection of the environment.

Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

1. be able to operate and look after equipment and materials so as to reduce environmental damage
2. be able to carry out work in a manner which minimises environmental damage
3. be able to make sure work is carried out in accordance with approved procedures and practices
4. be able to recognise any likely or actual environmental damage and take the appropriate action
5. be able to identify improvements to approved procedures and practices in terms of environmental good practice and take the appropriate action
6. be able to demonstrate that they have the knowledge and understanding to contribute to the sustainability, maintenance and preservation of the environment

Guided learning hours

It is recommended that **4** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO29.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 203 Contribute to the sustainability, maintenance and preservation of the environment

Assessment Criteria

Outcome 1. be able to operate and look after equipment and materials so as to reduce environmental damage

The learner can:

- 1.1 operate and look after equipment and materials so as to reduce environmental damage:
- recyclable materials.
 - static and mobile plant.
 - pollution.
 - physical disturbance.

Outcome 2. be able to carry out work in a manner which minimises environmental damage

The learner can:

- 2.1 carry out work in a manner which minimises environmental damage:
- pollution.
 - physical disturbance.

Outcome 3. be able to make sure work is carried out in accordance with approved procedures and practices

The learner can:

- 3.1 make sure work is carried out in accordance with approved procedures and practices: Health, Safety and Environmental related to:
- the individual and others
 - the organisation
 - regulatory and statutory requirements
 - relevant company policies
 - risk assessment.

Outcome 4. be able to recognise any likely or actual environmental damage and take the appropriate action

The learner can:

- 4.1 recognise any likely or actual environmental damage and take the appropriate action:
- pollution.
 - physical.
- 4.2 recognise Health, Safety and Environmental incidents related to:
- the individual and others
 - the organisation
 - regulatory and statutory requirements
 - relevant company policies
 - risk assessment.

Outcome 5. be able to identify improvements to approved procedures and practices in terms of environmental good practice and take the appropriate action

The learner can:

- 5.1 identify improvements to approved procedures and practices in terms of environmental good practice and take the appropriate action: Health, Safety and Environmental related to:
- the individual and others
 - the organisation
 - regulatory and statutory requirements
 - relevant company policies
 - risk assessment.

Outcome 6. be able to demonstrate that they have the knowledge and understanding to contribute to the sustainability, maintenance and preservation of the environment

The learner can:

- 6.1 understand:
- ways in which tools and materials should be used in order to minimise environmental damage.
 - the consequences of pollution.
 - how to recognise wastage of energy, equipment and materials.
 - working methods that will minimise pollution and waste of resources.
 - types of damage which may occur, the impact these can have on the environment and the corrective actions to be taken.
 - methods of waste disposal which will minimise the risk to the environment.

Unit 204

Maintain a healthy and safe working environment for waste management activities

Level: 2
Credit value: 6
UAN: T/602/1439

Unit aim

This unit is about the competence required to comply with general health and safety in the working environment.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to maintain personal hygiene
2. be able to comply with safety procedures at the work site
3. be able to use and communicate data and information in line with operational procedures
4. be able to resolve problems which could affect health and safety
5. understand the regulation procedures and requirements for maintaining a healthy and safe working environment for waste management activities
6. understand the specific regulation procedures and requirements for maintaining a healthy and safe working environment for waste management activities
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **60** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO1.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 204 Maintain a healthy and safe working environment for waste management activities

Assessment Criteria

Outcome 1. be able to maintain personal hygiene

The learner can:

- 1.1 maintain personal standards of hygiene in accordance with organisational requirements
- 1.2 select and use the designated personal protective equipment (PPE) in accordance with operational procedures and legislation
- 1.3 use approved safe working and hygiene methods and techniques when carrying out work activities
- 1.4 check work areas are kept clean and tidy and contribute to maintaining them in a suitable condition.

Outcome 2. be able to comply with safety procedures at the work site

The learner can:

- 2.1 follow safe working procedures and practices in accordance with organisational requirements
- 2.2 carry out work routines in accordance with organisational procedures
- 2.3 check risk assessments are in place for all aspects of own work, prior to commencing operations, and ensure their requirements are complied with
- 2.4 keep to specified walkways in the work place
- 2.5 give warnings to people who might be at risk from hazardous conditions
- 2.6 comply with the organisation's requirements for lone working situations.

Outcome 3. be able to use and communicate data and information in line with operational procedures

The learner can:

- 3.1 report unsafe materials, plant and equipment
- 3.2 report unsafe locations to the designated person
- 3.3 report unsafe operating conditions in the work environment
- 3.4 report hazards which have the potential to be risks
- 3.5 report emergencies promptly.

Outcome 4. be able to resolve problems which could affect health and safety

The learner can:

- 4.1 deal with unsafe behaviour in accordance with responsibilities of the job role and workplace procedures
- 4.2 take steps to deal with conditions that are hazardous to people
- 4.3 report problems within own area of responsibility in accordance with operational procedures
- 4.4 refer – to the designated person - health and safety issues that fall outside the responsibility of the job role.

Outcome 5. understand the regulation procedures and requirements for maintaining a healthy and safe working environment for waste management activities

The learner can:

- 5.1 describe appropriately the classifications and types of waste
- 5.2 describe appropriately the potential hazards associated with different wastes
- 5.3 describe appropriately details of operational procedures and documentation
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for maintaining a healthy and safe working environment for waste management activities

The learner can:

- 6.1 describe appropriately the organisational requirements for personal hygiene
- 6.2 describe appropriately the importance of good housekeeping
- 6.3 describe appropriately risk Assessments in the work place
- 6.4 describe appropriately the organisational requirements for reporting risks, hazards and dangerous incidents.
- 6.5 determine the differences between a hazard and a risk
- 6.6 determine the importance of identifying hazards and how to minimise them
- 6.7 determine the importance of warning others about risks and ways to do it
- 6.8 determine the different types of plant equipment and potential risks from it
- 6.9 determine hazard warning signs and their purposes.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 be receptive to new ways of working

Level: 2
Credit value: 7
UAN: T/602/1375

Unit aim

This unit is about the acceptance of waste.

Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

1. be able to accept waste
2. be able to use and communicate data and information in accordance with operational procedures
3. be able to resolve problems which arise from the acceptance of waste
4. understand the regulation procedures and requirements for acceptance of waste
5. understand the specific regulation procedures and requirements for acceptance of waste
6. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **12** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO11.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 205 Acceptance of waste

Assessment Criteria

Outcome 1. be able to accept waste

The learner can:

- 1.1 check the incoming vehicle conforms to the site duty of care requirements
- 1.2 ensure that vehicles comply with entry and exit procedures and movement around the site
- 1.3 check the vehicle occupants comply with site health and safety requirements
- 1.4 check the waste reception area and equipment is operational and safe
- 1.5 reject unsuitable waste in accordance with organisational procedures.

Outcome 2. be able to use and communicate data and information in accordance with operational procedures

The learner can:

- 2.1 record all received waste on the required documentation
- 2.2 report abnormalities in received waste by bringing them to the attention of the designated person
- 2.3 record and report the reception of any unacceptable waste in accordance with organisational requirements
- 2.4 report to the designated person when the storage facilities do not meet operational requirements
- 2.5 report breaches in site security
- 2.6 report defective equipment
- 2.7 report problems outside the job role limits of authority.

Outcome 3. be able to resolve problems which arise from the acceptance of waste

The learner can:

- 3.1 have defects rectified on specialist handling equipment before using it
- 3.2 take immediate steps, in accordance with operational procedures, where unsafe conditions arise.

Outcome 4. understand the regulation procedures and requirements for acceptance of waste

The learner can:

- 4.1 describe appropriately the classifications and types of waste
- 4.2 describe appropriately the potential hazards associated with different wastes
- 4.3 describe appropriately details of operational procedures and documentation.
- 4.4 describe appropriately operational procedures and why it is important to comply with them.
- 4.5 determine how to identify work-related hazards and risks
- 4.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 4.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 4.8 determine the limits of the job responsibility when communicating with others.

Outcome 5. understand the specific regulation procedures and requirements for acceptance of waste

The learner can:

- 5.1 describe appropriately the operational procedures for validation and rejection of waste
- 5.2 describe appropriately limitations on responsibility for the dissemination of information outside the organisation
- 5.3 describe appropriately the transport, acceptance, and rejection documentation to comply with legal and organisational requirements
- 5.4 describe appropriately the Permit or License conditions covering the acceptance of waste at their site.
- 5.5 determine how to recognise classifications of waste that they may encounter in their job role
- 5.6 determine how to deal with documentation which does not comply with site permit or licence or Duty of Care legislation
- 5.7 determine other relevant environment permit details applicable to the facility
- 5.8 determine how to deal with emergencies
- 5.9 determine the classifications, using European Waste Codes, of waste that can be permitted on the site.

Outcome 6. be able to work in a manner which underpins effective performance

The learner can:

- 6.1 recognise and act when others need support
- 6.2 take responsibility for resolving problems in their work area.

Level: 2
Credit value: 5
UAN: J/602/1381

Unit aim

This unit defines the competences required to deal with basic adjustments to small plant and equipment. It involves understanding how to clean, adjust, lubricate, dismantle and re-assemble simple equipment and doing it in a way which complies with organisational health and safety and quality standards.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. be able to clean and adjust small plant and equipment
2. be able to use and communicate data and information related to small plant and equipment maintenance
3. be able to resolve problems which arise during cleaning and adjusting sundry small plant and equipment

Guided learning hours

It is recommended that **50** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO24.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 206 Clean and adjust small plant and equipment

Assessment Criteria

Outcome 1. be able to clean and adjust small plant and equipment

The learner can:

- 1.1 confirm consents are in place for the work to go ahead before work is started.
- 1.2 select and use the designated personal protective equipment (PPE) in accordance with operational procedures.
- 1.3 check risk assessments before starting the work required.
- 1.4 work in a way which meets health and safety requirements.
- 1.5 make sure the work area is clean and tidy.
- 1.6 inspect tools, equipment and plant for damage and serviceability in accordance with organisational procedures.
- 1.7 use methods and materials according to organisational instructions and procedures.
- 1.8 check, and make sure, the equipment used for handling fluids is clean and uncontaminated before it is used.
- 1.9 make permitted adjustments in accordance with workplace specifications.
- 1.10 use fuels, lubricants or cleaning materials in line with hazardous substances control assessments, data sheets, and workplace instructions.
- 1.11 dispose of waste materials and other residues in accordance with organisational, environmental and health and safety procedures.
- 1.12 clean up spillages promptly in line with emergency spillage procedures.
- 1.13 confirm all plant and equipment is safe, clean and suitable for its purpose when work is finished.

Outcome 2. be able to use and communicate data and information related to small plant and equipment maintenance

The learner can:

- 2.1 record all routine maintenance and repairs, and breakdown maintenance, which is carried out within the responsibility of the job role.
- 2.2 record all routine and defective equipment within the responsibility of the job role.
- 2.3 check documents for plant and equipment maintenance are completed accurately and legibly and they are stored in the designated place.
- 2.4 report defective equipment that cannot be rectified within the responsibility of the job role.

Outcome 3. be able to resolve problems which arise during cleaning and adjusting sundry small plant and equipment

The learner can:

- 3.1 remove defective equipment from service and start repair procedures.
- 3.2 label and store defective equipment in a manner which prevents its use by others.
- 3.3 bring hazards that arise in the working area promptly to the attention of the designated person.
- 3.4 confirm, with the designated person, situations where a more qualified person may be required to carry out the work.
- 3.5 arrange for replacement equipment to be available when essential equipment is removed from service for major repair or replacement.

Unit 207

Conduct environmental monitoring on a waste management facility

Level: 2
Credit value: 4
UAN: F/602/1380

Unit aim

This unit defines the competences required to monitor environmental conditions to comply with environmental conditions for a waste management facility. It involves using different techniques and approved methods of taking samples for testing and analysis. It requires ensuring monitoring data is recorded and stored securely. It requires understanding the conditions permitted and being able to use data and information to alert people to situations which are non-compliant and need to be resolved.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to conduct environmental monitoring
2. be able to inspect, sample and test waste in line with operational procedures
3. be able to use and communicate data and information in line with operational procedures
4. be able to resolve problems which arise from conducting environmental monitoring
5. understand the regulation procedures and requirements for conducting environmental monitoring on a waste management facility
6. understand the specific regulation procedures and requirements for conducting environmental monitoring on a waste management facility
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **14** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO23.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 207 Conduct environmental monitoring on a waste management facility

Assessment Criteria

Outcome 1. be able to conduct environmental monitoring

The learner can:

- 1.1 carry out environmental monitoring to meet the waste management permit requirements for the site.
- 1.2 use approved techniques - for each factor being monitored - in accordance with organisational procedures.
- 1.3 before use ensure that monitoring, and measuring equipment has been correctly calibrated in accordance with organisational procedures.
- 1.4 select and use the designated personal protective equipment (PPE) in accordance with operational procedures.
- 1.5 use sampling and testing instruments and equipment in accordance with manufacturer's specifications.
- 1.6 clean sampling and testing instruments and equipment after use to ensure it is maintained in sound operational condition.
- 1.7 make sure regulations and guidelines for maintaining security are not compromised during monitoring or sampling on or around the site.

Outcome 2. be able to inspect, sample and test waste in line with operational procedures

The learner can:

- 2.1 carry out visual and physical checks on wastes delivered to the site in compliance with organisational procedures.
- 2.2 verify wastes are correctly labelled and comply with descriptions and specifications contained in the transfer documentation.
- 2.3 sample wastes, using approved methods to have them tested, to verify the description in transfer documentation.
- 2.4 carry out tests which have been authorised.

Outcome 3. be able to use and communicate data and information in line with operational procedures

The learner can:

- 3.1 check the completion of documents for wastes being accepted, treated or dispatched, to ensure they are accurate and legible, and store them in the designated place.
- 3.2 record the results of visual checks and physical tests on wastes and record the test results in compliance with operational procedures.
- 3.3 record all environmental monitoring inspections in compliance with organisational procedures.
- 3.4 record and report non-compliance of test samples when they do not meet the description given in transfer documentation.
- 3.5 report to the designated person non-compliance of samples with waste transfer documentation, and arrange for the waste rejection procedures to be initiated.

Outcome 4. be able to resolve problems which arise from conducting environmental monitoring

The learner can:

- 4.1 advise colleagues and managers of situations that have the potential to be hazardous to others or to the site and its environment.
- 4.2 report - to the designated person - situations that are outside the responsibility of the job role.
- 4.3 report - to the designated person - breaches of site security.
- 4.4 report defective equipment and make arrangements for its repair or replacement in accordance with organisational requirements.

Outcome 5. understand the regulation procedures and requirements for conducting environmental monitoring on a waste management facility

The learner can:

- 5.1 describe appropriately the classifications and types of waste.
- 5.2 describe appropriately the potential hazards associated with different wastes.
- 5.3 describe appropriately details of operational procedures and documentation.
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks.
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements.
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures.
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for conducting environmental monitoring on a waste management facility

The learner can:

- 6.1 describe appropriately the approved methods for inspecting, sampling and testing wastes.
- 6.2 describe appropriately the methods for sampling.
- 6.3 describe appropriately the environmental permit requirements for waste management facilities.
- 6.4 describe appropriately the procedures for dealing with rejected waste.
- 6.5 determine the implications of legal and organisational regulations for environmental monitoring and testing.
- 6.6 determine how to select and use techniques relevant to the monitoring process.
- 6.7 determine how to calibrate and operate the monitoring and measuring instruments and equipment.
- 6.8 determine the risks and threats posed by different types of wastes.
- 6.9 determine how to use control documentation and procedures.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support.
- 7.2 take responsibility for resolving problems in their work area.
- 7.3 be receptive to new ways of working.
- 7.4 treat people with civility.

Unit 208

Conform to General Workplace Environmental Requirements

Level: 2
Credit value: 3
UAN: H/601/7614

Unit aim

The aim of this unit is to illustrate the skills, knowledge and understanding required to confirm competence in conforming to general environmental requirements in the workplace within the relevant sector of industry.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. be able to identify environmental aspects
2. be able to control waste arising from the operations in their area of responsibility

Guided learning hours

It is recommended that **15** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This Unit covers Proskills National Occupational Standard Unit WB3 Conform to general workplace environmental requirements in full.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 208 Conform to General Workplace Environmental Requirements

Assessment Criteria

Outcome 1. be able to identify environmental aspects

The learner can:

- 1.1 describe the environmental aspects that could (actual and potential) have an impact on or pose a hazard to the work activity and adjoining areas
- 1.2 demonstrate the procedure of checking that environmental controls, equipment and materials are in place and operational
- 1.3 demonstrate the organisational procedure for:
 - reporting the use of environmental control equipment or materials.
 - reporting an environmental aspect that may lead to an incident.
 - reporting an environmental incident.
 - reporting a non-compliance with environmental policies or procedures.
- 1.4 list the equipment and materials available for use in the event of an environmental incident
- 1.5 demonstrate the correct use of environmental impact/incident equipment/materials
- 1.6 describe the organisational policies and objectives for environmental management
- 1.7 describe the organisational procedures for:
 - environmental monitoring.
 - reporting environmental incidents.
 - recording environmental incidents.
 - rectifying situation where controls or equipment/materials are inoperable or unavailable.
 - dealing with environmental incidents.
 - safe use of equipment when dealing with environmental incidents.
- 1.8 describe the implications to the organisation in the event of an environmental incident:
 - affecting the workplace
 - affecting areas outside the workplace.
- 1.9 list the sources of environmental information in relation to the work activity
- 1.10 demonstrate the sourcing of and use of environmental information.

Outcome 2. be able to control waste arising from the operations in their area of responsibility

The learner can:

- 2.1 describe organisational procedures for efficient use of resources and waste reduction
- 2.2 explain why efficient use of resources and waste reduction are important
- 2.3 demonstrate organisational procedures to:
 - reduce waste
 - save energy or resources.
- 2.4 demonstrate organisational waste disposal procedures
- 2.5 explain the importance of correct disposal of waste
- 2.6 explain the advantages of segregating different waste types
- 2.7 describe the possible consequences of improper waste disposal.

Unit 209

Contribute to maintaining sustainable development and environmental good practice at work

Level: 2
Credit value: 5
UAN: J/602/1395

Unit aim

This unit is designed for the candidate to demonstrate competence in maintaining sustainable development and environmental good practice during work activities. The candidate must take steps to minimise damage to the environment and disturbance to habitats and complete tasks and activities in a way which causes as little damage or disturbance as possible. The candidate must also use resources in accordance with approved procedures and practices, explaining things to others and suggesting improvements where they can. The unit also covers dealing appropriately with pollution incidents.

Learning outcomes

There are **eleven** learning outcomes to this unit. The learner will:

1. be able to carry out work in a manner which minimises environmental damage
2. be able to select and use equipment and materials that minimises environmental damage
3. be able to make sure work is carried out in accordance with approved procedures and practices
4. be able to recognise any environmental damage and take the appropriate action
5. be able to identify improvements to approved procedures and practices in terms of environmental good practice and take the appropriate action
6. be able to dispose of waste materials safely and according to relevant approved procedures and practices
7. be able to deal with small scale pollution incidents in accordance with approved procedures and practices
8. be able to report more serious pollution incidents to the relevant people
9. be able to report environmental incidents promptly and accurately in accordance with approved procedures and practices
10. be able to contribute to sustainable development during work activities
11. be able to demonstrate that they have the knowledge and understanding to contribute to maintaining sustainable development and environmental good practice at work

Guided learning hours

It is recommended that **17** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from W033.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 209

Contribute to maintaining sustainable development and environmental good practice at work

Assessment Criteria

Outcome 1. be able to carry out work in a manner which minimises environmental damage

The learner can:

- 1.1 carry out work in a manner which minimises environmental damage: pollution; physical disturbance.

Outcome 2. be able to select and use equipment and materials that minimises environmental damage

The learner can:

- 2.1 select and use recyclable materials, static and mobile plant that will minimise environmental damage, pollution and physical disturbance.

Outcome 3. be able to make sure work is carried out in accordance which approved procedures and practices

The learner can:

- 3.1 make sure work is carried out in accordance with approved procedures and practices: Health, Safety and Environmental related to:
- the individual and others
 - organisational
 - regulatory
 - statutory
 - relevant company policies
 - risk assessment.

Outcome 4. be able to recognise any environmental damage and take the appropriate action

The learner can:

- 4.1 recognise any environmental damage and take the appropriate action: Pollution; physical disturbance.

Outcome 5. be able to identify improvements to approved procedures and practices in terms of environmental good practice and take the appropriate action

The learner can:

- 5.1 identify improvements to approved procedures and practices in terms of environmental good practice and take the appropriate action: Health, Safety and Environmental related to:
- the individual and others
 - organisational
 - regulatory
 - statutory
 - relevant company policies
 - risk assessment.

Outcome 6. be able to dispose of waste materials safely and according to relevant approved procedures and practices

The learner can:

- 6.1 dispose of waste materials safely and in accordance with relevant approved procedures and practices: Health, Safety and Environmental related to:
- the individual and others
 - organisational
 - regulatory
 - statutory
 - relevant company policies
 - risk assessment.

Outcome 7. be able to deal with small scale pollution incidents in accordance with approved procedures and practices

The learner can:

- 7.1 deal with small scale pollution incidents in accordance with approved procedures and practices: Health, Safety and Environmental related to:
- the individual and others
 - organisational
 - regulatory
 - statutory
 - relevant company policies
 - risk assessment..

Outcome 8. be able to report more serious pollution incidents to the relevant people

The learner can:

- 8.1 report more serious pollution incidents to the relevant people:
- accidents which cause personal injury
 - changes in an individual's health which puts them at risk

Outcome 9. be able to report environmental incidents promptly and accurately in accordance with approved procedures and practices

The learner can:

- 9.1 report environmental incidents promptly and accurately in accordance with approved procedures and practices:
- accidents which cause personal injury
 - changes in an individual's health which puts them at risk.
- 9.2 report Health, Safety and Environmental incidents related to:
- the individual and others
 - organisational
 - regulatory
 - statutory
 - relevant company policies
 - risk assessment.

Outcome 10. be able to contribute to sustainable development during work activities

The learner can:

- 10.1 contribute to sustainable development during work activities:
- conservation of energy
 - use of resources and equipment to minimise environmental damage.

Outcome 11. be able to demonstrate that they have the knowledge and understanding to contribute to maintaining sustainable development and environmental good practice at work

The learner can:

- 11.1 implement knowledge and understanding for:
- methods to minimise environmental damage during work
 - the most suitable choice of materials and equipment given the nature of the work activity and its potential impact on the environment
 - ways in which tools and materials should be used in order to minimise environmental damage
 - organisational and legislative requirements in terms of minimising environmental damage
 - types of damage which may occur; the impact these can have on the environment and the corrective actions to be taken.

Unit 210

Contribute to the provision of customer service in a waste environment

Level: 2
Credit value: 5
UAN: F/602/1685

Unit aim

This unit looks at how to adapt behaviour and contribute to the provision of customer service.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to contribute to the provision of customer services in logistics operations
2. be able to contribute to the provision of customer services in logistics operations

Guided learning hours

It is recommended that **26** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit directly relates to national occupational standard Unit SfL 12 which belongs to Skills for Logistics – the Sector Skills Council for the UK's freight logistics industries.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 210 **Contribute to the provision of customer service in a waste environment**

Assessment Criteria

Outcome 1. know how to contribute to the provision of customer services in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to:
 - health, safety and security.
 - personal protective equipment.
 - maintaining effective customer relations.
 - personal appearance and hygiene.
 - reporting procedures and systems.
 - recording information.
 - confidentiality.
 - complaints.
- 1.2 describe different types of customers in relation to own organisation
- 1.3 describe the importance of
 - promoting the organisation's image positively.
 - effective communication.
 - good customer service.
- 1.4 identify the services available to customers in own organisation
- 1.5 describe the implications of:
 - a negative image on your organization.
 - poor communication.
 - poor customer service.
- 1.6 describe:
 - own role in dealing with customer complaints and.
 - the limits of your responsibility.
- 1.7 identify who to report to when you are unable to deal with a customer enquiry or request.

Outcome 2. be able to contribute to the provision of customer services in logistics operations

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to contributing to customer services that relate to:
 - health, safety and security.
 - personal protective equipment.
 - maintaining effective customer relations.
 - personal appearance and hygiene.
 - reporting procedures and systems.
 - recording information.
 - confidentiality.
 - complaints.
- 2.2 develop positive relationships with customers
- 2.3 ensure that own personal appearance and hygiene meet organisational policies and standards
- 2.4 communicate effectively with customers
- 2.5 ensure that all information available is up-to-date and accurate
- 2.6 identify customer needs
- 2.7 deal effectively with customer enquiries
- 2.8 ensure the customer is promptly informed of any action that is taken
- 2.9 maintain customer confidentiality
- 2.10 update customer records accurately
- 2.11 record customer enquiries and outcomes accurately using the organisation's procedures and systems
- 2.12 deal with customer complaints effectively

Level: 2
Credit value: 2
UAN: L/602/1379

Unit aim

This unit defines the competences required to ensure waste deposited in landfill and the operational techniques used are compliant with regulatory conditions. It involves dealing safely with vehicle and plant movements and resolving operational problems which arise.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to control the deposit of waste on the landfill facility in accordance with operational procedures
2. be able to cover and consolidate deposited waste in accordance with operational procedures
3. be able to use and communicate data and information
4. be able to resolve problems which arise from depositing waste on the landfill facility
5. understand the regulation procedures and requirements for controlling and carrying out the landfill operations
6. understand the specific regulation procedures and requirements for controlling and carrying out the landfill operations
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit developed from WO22.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 211 Control and carry out landfill operations

Assessment Criteria

Outcome 1. be able to control the deposit of waste on the landfill facility in accordance with operational procedures

The learner can:

- 1.1 select and use the designated personal protective equipment (PPE) in compliance with procedures.
- 1.2 direct vehicles delivering waste to the specified area for off-loading.
- 1.3 confirm that waste delivered to the site complies with operational procedures.
- 1.4 confirm compliance with regulations and guidelines for maintaining security of the facility.
- 1.5 check the site infrastructure is not damaged or compromised during waste deposition.

Outcome 2. be able to cover and consolidate deposited waste in accordance with operational procedures

The learner can:

- 2.1 place and compact deposited waste in compliance with permit requirements.
- 2.2 carry out specified operations that are required for designated waste types in compliance with permit conditions.
- 2.3 apply cover progressively to the deposited waste in compliance with permit conditions.
- 2.4 operate mechanical plant safely.

Outcome 3. be able to use and communicate data and information

The learner can:

- 3.1 report - immediately - the presence of waste materials that do not comply with operational requirements or permit conditions.
- 3.2 record and report accidents, incidents and emergencies that occur on site.
- 3.3 check documentation to verify the deposited waste is accurate in accordance with operational requirements.
- 3.4 report defective equipment to the designated person.
- 3.5 report situations which are outside the responsibilities of the job role to the designated person.
- 3.6 report breaches of site security to the designated person.
- 3.7 check that operational information recorded on documents meets organisational procedures.

Outcome 4. be able to resolve problems which arise from depositing waste on the landfill facility

The learner can:

- 4.1 alert people promptly to emergencies and accidents which arise on the landfill site.
- 4.2 arrange suitable assistance for vehicles that become disabled on the site.
- 4.3 follow operational procedures promptly when dealing with accidents which result in personal injury or contamination of people.
- 4.4 take steps immediately, and in accordance with operational procedures, to deal with the improper deposit of waste and any release of contamination to the environment.
- 4.5 check that unsafe behaviour is avoided in accordance with the responsibilities of their job role and workplace procedures.
- 4.6 report problems that cannot be resolved safely to the designated person.
- 4.7 refer matters that affect the integrity of the landfill, or which pose a health and safety risk, to the designated person.

Outcome 5. understand the regulation procedures and requirements for controlling and carrying out the landfill operations

The learner can:

- 5.1 describe appropriately the classifications and types of waste.
- 5.2 describe appropriately the potential hazards associated with different wastes.
- 5.3 describe appropriately details of operational procedures and documentation.
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks.
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements.
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures.
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for controlling and carrying out the landfill operations

The learner can:

- 6.1 describe appropriately the organisational requirements and permit conditions for site operations.
- 6.2 describe appropriately organisational documentation requirements for site operations.
- 6.3 determine how to identify unacceptable waste in deliveries.
- 6.4 determine how to deal with waste requiring specified operational techniques.
- 6.5 determine how to assist the movement or recovery of vehicles on the facility.
- 6.6 determine how to identify marks and hazard warning signs for potentially hazardous substances or materials.
- 6.7 determine how to respond to accidents and emergencies on landfill sites.
- 6.8 determine how to respond to operational problems which result from weather and environmental incidents.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support.
- 7.2 take responsibility for resolving problems in their work area.

Unit 212

Control the risk from vehicle and plant movements on waste management facilities

Level: 2
Credit value: 9
UAN: F/602/1069

Unit aim

This unit is about maintaining the safety of pedestrians and workers from vehicle and mobile plant movements on waste facilities.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to control the risk from vehicle and mobile plant movements in line with operational and location-specific procedures
2. be able to maintain the safety of pedestrians and workers in line with operational and location-specific procedures
3. be able to use and communicate data and information to enable risk to be controlled
4. be able to resolve problems from vehicle and mobile plant movements which compromise safety
5. understand the regulation procedures and requirements for controlling the risk from vehicle and plant movements on waste management facilities
6. understand the specific regulation procedures and requirements for controlling the risk from vehicle and plant movements on waste management facilities
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **35** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO7.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 212 Control the risk from vehicle and plant movements on waste management facilities

Assessment Criteria

Outcome 1. be able to control the risk from vehicle and mobile plant movements in line with operational and location-specific procedures

The learner can:

- 1.1 direct the vehicle driver to the designated loading or unloading area
- 1.2 explain the hand signals they will use to users of the site
- 1.3 give hand signals to the driver to assist with the safe movement and positioning of the vehicle or mobile plant
- 1.4 ensure drivers of plant, and vehicles and their crews, comply with safe working practice
- 1.5 check mobile plant and vehicle drivers and their crew use the PPE specified for the site
- 1.6 check vehicles manoeuvring to and from public roads and the site are properly directed to avoid harm or nuisance to other road users, users of the site, and pedestrians.

Outcome 2. be able to maintain the safety of pedestrians and workers in line with operational and location-specific procedures

The learner can:

- 2.1 check and confirm the designated walking areas are clear and safe for use by pedestrians
- 2.2 check pedestrians do not enter vehicle or plant operating areas unless directed to do so
- 2.3 check vehicle crews comply with organisational procedures during vehicle movements on the site
- 2.4 check pedestrians and visitors to the site are properly authorised and understand and obey the site rules and practices.

Outcome 3. be able to use and communicate data and information to enable risk to be controlled

The learner can:

- 3.1 inform all site visitors and users about the rules governing access to and movement on the site and the requirements for PPE in accordance with organisational procedures
- 3.2 report promptly incidents which compromise the safe movement of vehicles, plant, drivers, crews, workers and pedestrians on the site in accordance with organisational procedures.
- 3.3 report infringements of site rules in accordance with site operational procedures
- 3.4 inform drivers of problems they may encounter during vehicle or mobile plant movements on the site or when leaving the site
- 3.5 inform drivers of defects that may breach organisational procedures.
- 3.6 record and report defective fixtures, fittings or equipment on the site
- 3.7 advise plant and vehicle drivers about load security in compliance with organizational and legal requirements
- 3.8 advise plant and vehicle drivers of any height or width restrictions that may affect the movement of the vehicle or mobile plant on site
- 3.9 give instructions to vehicle crews, work colleagues, and other pedestrians, on how to move safely around the site
- 3.10 report accidents or near-miss incidents witnessed on site in accordance with organisational requirements.

Outcome 4. be able to resolve problems from vehicle and mobile plant movements which compromise safety

The learner can:

- 4.1 deal with unsafe behaviour in accordance with responsibilities of the job role and operational procedures
- 4.2 refer matters outside the responsibility of the job role to designated personnel
- 4.3 cordon off any area on site that becomes dangerous due to site operations, and notify the designated personnel
- 4.4 arrange for spillage, from vehicles or plant on the site, to be made safe and cleared up.

Outcome 5. understand the regulation procedures and requirements for controlling the risk from vehicle and plant movements on waste management facilities

The learner can:

- 5.1 describe appropriately the classifications and types of waste.
- 5.2 describe appropriately the potential hazards associated with different wastes.
- 5.3 describe appropriately details of operational procedures and documentation.
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks.
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements.
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures.
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for controlling the risk from vehicle and plant movements on waste management facilities

The learner can:

- 6.1 describe appropriately workplace procedures for the operation of vehicles and mobile plant
- 6.2 describe appropriately operating procedures for the location of vehicles and mobile plant
- 6.3 describe appropriately site rules and operating procedures for the location.
- 6.4 determine how to recognise vehicle and mobile plant characteristics and turning restrictions
- 6.5 determine the types of problems which can occur in forward and reverse movements
- 6.6 determine how to recognise and deal with hazardous substances that may be spilled from vehicles or plant on the site
- 6.7 determine potential risks that pedestrians are exposed to from vehicle and mobile plant movements
- 6.8 determine how to prevent pedestrians breaching organisational regulations
- 6.9 determine how to recognise and respond to incidents that interfere with operations
- 6.10 determine how to communicate tactfully with drivers and crews
- 6.11 determine how to select and use personal protective equipment
- 6.12 determine how to report non-compliance issues.
- 6.13 determine how to ensure the safety of road users when manoeuvring vehicles onto public roads.

Outcome 7. be able to work in a manner which underpins effective performance

The learner will:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Unit 213

Direct vehicle movements on site

Level: 2
Credit value: 4
UAN: Y/601/7626

Unit aim

The aim of this unit is to illustrate the skills, knowledge and understanding required to confirm competence in directing vehicle movements in the workplace within the relevant sector of industry.

Learning outcomes

There is **one** learning outcomes to this unit. The learner will:

1. be able to direct vehicle movements

Guided learning hours

It is recommended that **12** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This Unit covers Proskills National Occupational Standard Unit WB8 Direct Vehicle Movements on Site in full.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 213 Direct vehicle movements on site

Outcome 1 Direct vehicle movements

Outcome 1. be able to direct vehicle movements

The learner can:

- 1.1 demonstrate that the vehicle, crew, their equipment and loads are checked and confirmed as complying with organisational requirements
- 1.2 identify the purpose and route for the vehicle movement on site
- 1.3 communicate accurate and complete instructions for the vehicle movement that are understood
- 1.4 give directions that encourage safe and efficient movement
- 1.5 describe the organisational policies for the acceptable condition of vehicles entering, leaving, or moving around the site
- 1.6 explain the organisational policies and procedures controlling vehicle movements
- 1.7 outline the range and characteristics of loads transported on the site
- 1.8 explain the organisational policies relating to the use of personal protective clothing and equipment on site
- 1.9 describe the various modes of communication and giving directions on site
- 1.10 explain the consequences of poor communication and incorrect directions
- 1.11 explain the organisational procedures in the event of problems occurring, to include:
 - vehicle in the wrong location
 - vehicle breakdown
 - spillage
 - unauthorised access or movement
 - incidents or accidents
 - emergency situations.

Unit 214

Exchange responsibility for control of waste processing operations

Level: 2
Credit value: 9
UAN: Y/602/1384

Unit aim

This unit is about handing over, and accepting, responsibility for controlling a waste process.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to hand over responsibility for the control of the waste process to an incoming operator
2. be able to accept responsibility for the control of waste processing from an outgoing operator
3. be able to use and communicate data and information required for the handover process
4. be able to resolve problems for the control of waste processing which arise during the exchange of responsibility
5. understand the regulation procedures and requirements for exchanging responsibility for control of waste processing operations
6. understand the specific regulation procedures and requirements for exchanging responsibility for control of waste processing operations
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **35** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO27.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 214 Exchange responsibility for control of waste processing operations

Assessment Criteria

Outcome 1. be able to hand over responsibility for the control of the waste process to an incoming operator

The learner can:

- 1.1 follow operational procedures for handing over responsibility both during and at the end of a work period.
- 1.2 ensure the incoming operator knows that decisions outside the operator's job role responsibilities must be referred to the designated person.
- 1.3 inform the incoming operator about ongoing problems before responsibility is handed over and confirm they are entered in the operating log.
- 1.4 confirm the current operational settings for treatment and associated equipment according to operating requirements.
- 1.5 confirm completion of handover and that incoming operator accepts responsibility in accordance with operational requirements.

Outcome 2. be able to accept responsibility for the control of waste processing from an outgoing operator

The learner can:

- 2.1 confirm information provided by the outgoing operator is understood before accepting responsibility, and that issues of concern are clarified before handover.
- 2.2 ensure issues of concern are entered in the operating log.
- 2.3 confirm all the operational settings for treatment and associated equipment are received from the outgoing operator and are recorded accurately.
- 2.4 accept responsibility when all the information needed for continuing the process operation in accordance with operational procedures is complete.

Outcome 3. be able to use and communicate data and information required for the handover process

The learner can:

- 3.1 confirm the incoming operator understands the information provided and questions are answered before handing over responsibility.
- 3.2 provide the incoming operator with accurate and up-to-date information about the current process conditions and settings, and confirm the process records are complete.
- 3.3 relay special instructions applying to the process or materials and ensure the incoming operator understands the instructions.
- 3.4 check the incoming operator is informed fully about problems and steps taken to resolve them, and other safety, health and environment matters which relate to the process.
- 3.5 maintain operational logs for information passed onto incoming operators.
- 3.6 record and report discrepancies in data or information required by operational procedures to the designated person.
- 3.7 check documentation is legible and clear, and seek confirmation from the designated person if there are doubts or discrepancies.

Outcome 4. be able to resolve problems for the control of waste processing which arise during the exchange of responsibility

The learner can:

- 4.1 resolve instances where information is missing or unclear, as an incoming operator and as an outgoing operator.
- 4.2 agree, with the designated person, responsibility for passing information about operational or staffing situations that have arisen.
- 4.3 report situations which are outside the responsibility of the job role to the designated person.

Outcome 5. understand the regulation procedures and requirements for exchanging responsibility for control of waste processing operations

The learner can:

- 5.1 describe appropriately the classifications and types of waste.
- 5.2 describe appropriately the potential hazards associated with different wastes.
- 5.3 describe appropriately details of operational procedures and documentation.
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks.
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements.
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures.
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for exchanging responsibility for control of waste processing operations

The learner can:

- 6.1 describe appropriately the operational procedures for maintenance of health and safety and environmental permit compliance.
- 6.2 determine the responsibilities of both the incoming and outgoing operators for providing, understanding and clarifying information.
- 6.3 determine how to provide data and other information effectively and efficiently.
- 6.4 determine how, where, and when to record and store data and information.
- 6.5 determine how, and when, to use verbal and written communications effectively.
- 6.6 determine the importance of passing on information about problems encountered during the previous period, causes, and steps taken to resolve them.
- 6.7 determine problems that might arise, symptoms, and steps to take to deal with them.
- 6.8 determine the expected operational performance of the treatment process.
- 6.9 determine where, and how, to access accurate and up-to-date records of the treatment operation and the need to keep it maintained and current.
- 6.10 determine the timing of significant stages in the process.
- 6.11 determine the status of stocks of raw waste, treatment materials, and other necessities.
- 6.12 determine the present health and safety status of the treatment operation.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support.
- 7.2 take responsibility for resolving problems in their work area.

Level: 2
Credit value: 4
UAN: R/602/1075

Unit aim

This unit is about loading waste safely and observing operational and regulatory requirements.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to prepare to load waste and related materials
2. be able to load waste and related materials in line with location-specific procedures
3. be able to use and communicate data and information connected with loading waste and related materials
4. be able to resolve problems which arise from loading waste and related materials
5. understand the regulation procedures and requirements for loading a waste transport vehicle
6. understand the specific regulation procedures and requirements for loading a waste transport vehicle
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO5a.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 215 Loading a hazardous waste transport vehicle

Assessment Criteria

Outcome 1. be able to prepare to load waste and related materials

The learner can:

- 1.1 establish the accessibility and the suitability of the loading action
- 1.2 check the suitability of the loading equipment to be used
- 1.3 check to make sure the vehicle is positioned so it can be prepared and loaded safely
- 1.4 comply with all regulations and operational procedures that relate to loading hazardous waste
- 1.5 select and use appropriate PPE in accordance with operational requirements
- 1.6 establish the safe loading limits of both the vehicle and loading equipment
- 1.7 work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading hazardous waste.

Outcome 2. be able to load waste and related materials in line with location-specific procedures

The learner can:

- 2.1 distribute the load to prevent movement, displacement or escape of waste during transit
- 2.2 place batched waste in a manner that enables access to it for unloading
- 2.3 check and confirm the load is secure and safe before the loaded vehicle is moved, and that the vehicle and load comply with regulations.

Outcome 3. be able to use and communicate data and information connected with loading waste and related materials

The learner can:

- 3.1 communicate with others involved in the loading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures
- 3.2 check that the hazardous waste and the documentation are in compliance
- 3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person
- 3.4 check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies
- 3.5 complete documentation in accordance with operational and location-specific procedures
- 3.6 report situations that prevent safe loading or unloading to take place in accordance with operational and location-specific procedures.

Outcome 4. be able to resolve problems which arise from loading waste and related materials

The learner can:

- 4.1 resolve any discrepancies in the documentation for the load before the hazardous waste is loaded
- 4.2 report defects in operational suitability of the vehicle and loading equipment to the designated person
- 4.3 arrange for alternative loading sites to be identified when the designated site is unsuitable
- 4.4 reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment.

Outcome 5. understand the regulation procedures and requirements for loading a waste transport vehicle

The learner can:

- 5.1 describe appropriately the classification and types of hazardous waste
- 5.2 describe appropriately the potential hazards associated with different hazardous wastes
- 5.3 describe appropriately details of operational procedures and documentation
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for loading a waste transport vehicle

The learner can:

- 6.1 describe appropriately the regulations relating to loading hazardous waste and related materials
- 6.2 describe appropriately the regulations relating to the carriage of dangerous goods
- 6.3 describe appropriately operational procedures for loading
- 6.4 describe appropriately site operating procedures and regulations at loading sites.
- 6.5 determine the different types of hazardous waste and materials likely to be encountered whilst carrying out the job
- 6.6 determine how to establish compliance of load with transfer requirements
- 6.7 determine how to operate loading equipment which is both integral and no-integral with the vehicle
- 6.8 determine how to identify, rectify and record discrepancies and defects
- 6.9 determine the nature and characteristics of hazardous waste loads and related materials
- 6.10 determine the limits of job role and responsibility.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Unit 216

Loading a non-hazardous waste transport vehicle

Level: 2
Credit value: 3
UAN: L/602/1074

Unit aim

This unit is about loading non-hazardous waste safely and observing operational and regulatory requirements.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to prepare to load a non-hazardous waste and related materials
2. be able to load non-hazardous waste and related materials in line with location-specific procedures
3. be able to use and communicate data and information connected with loading non-hazardous waste and related materials
4. be able to resolve problems which arise from loading non-hazardous waste and related materials
5. understand the regulation procedures and requirements for loading a non-hazardous waste transport vehicle
6. understand the specific regulation procedures and requirements for loading a non-hazardous waste transport vehicle
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO5b.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 216 Loading a non-hazardous waste transport vehicle

Assessment Criteria

Outcome 1. be able to prepare to load a non-hazardous waste and related materials

The learner can:

- 1.1 establish the accessibility and the suitability of the loading action
- 1.2 check the suitability of the loading equipment to be used
- 1.3 check to make sure the vehicle is positioned so it can be prepared and loaded safely
- 1.4 comply with all regulations and operational procedures that relate to loading non-hazardous waste
- 1.5 select and use appropriate PPE in accordance with operational requirements
- 1.6 establish the safe loading limits of both the vehicle and loading equipment
- 1.7 work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading non-hazardous waste.

Outcome 2. be able to load non-hazardous waste and related materials in line with location-specific procedures

The learner can:

- 2.1 distribute the load to prevent movement, displacement or escape of non-hazardous waste during transit
- 2.2 place batched non-hazardous waste in a manner that enables access to it for unloading
- 2.3 check and confirm the load is secure and safe before the loaded vehicle is moved and that the vehicle and load comply with regulations.

Outcome 3. be able to use and communicate data and information connected with loading non-hazardous waste and related materials

The learner can:

- 3.1 communicate with others involved in the loading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.
- 3.2 check that the non-hazardous waste and the documentation are in compliance.
- 3.3 report unresolved vehicle defects or problems with defective equipment to the designated person.
- 3.4 check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies'.
- 3.5 complete documentation in accordance with operational and location-specific procedures.
- 3.6 report situations that prevent safe loading or unloading to take place in accordance with operational and location-specific procedures.

Outcome 4. be able to resolve problems which arise from loading non-hazardous waste and related materials

The learner can:

- 4.1 resolve any discrepancies in the documentation for the load before the non-hazardous waste is loaded
- 4.2 report defects in operational suitability of the vehicle and loading equipment to the designated person
- 4.3 arrange for alternative loading sites to be identified when the designated site is unsuitable
- 4.4 reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment.

Outcome 5. understand the regulation procedures and requirements for loading a non-hazardous waste transport vehicle

The learner can:

- 5.1 describe appropriately the classification and types of non-hazardous waste
- 5.2 describe appropriately the potential hazards associated with different non-hazardous wastes
- 5.3 describe appropriately details of operational procedures and documentation
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for loading a non-hazardous waste transport vehicle

The learner can:

- 6.1 describe appropriately the regulations relating to loading non-hazardous waste and related materials
- 6.2 describe appropriately the regulations relating to the carriage of dangerous goods
- 6.3 describe appropriately operational procedures for loading
- 6.4 describe appropriately site operating procedures and regulations at loading sites.
- 6.5 determine the different types of non-hazardous waste and materials likely to be encountered whilst carrying out the job
- 6.6 determine how to establish compliance of load with transfer requirements
- 6.7 determine how to operate loading equipment which is both integral and no-integral with the vehicle
- 6.8 determine how to identify, rectify and record discrepancies and defects
- 6.9 determine the nature and characteristics of non-hazardous waste loads and related materials
- 6.10 determine the limits of job role and responsibility.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Unit 217

Loading a waste transport vehicle

Level: 2
Credit value: 2
UAN: Y/602/1076

Unit aim

This unit is about loading waste safely and observing operational and regulatory requirements.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to prepare to load waste and related materials
2. be able to load waste and related materials in line with location-specific procedures
3. be able to use and communicate data and information connected with loading waste and related materials
4. be able to resolve problems which arise from loading waste and related materials
5. understand the regulation procedures and requirements for loading a waste transport vehicle
6. understand the specific regulation procedures and requirements for loading a waste transport vehicle
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO5.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 217 Loading a waste transport vehicle

Assessment Criteria

Outcome 1. be able to prepare to load waste and related materials

The learner can:

- 1.1 establish the accessibility and the suitability of the loading location
- 1.2 check the suitability of the loading equipment to be used
- 1.3 check to make sure the vehicle is positioned so it can be prepared and loaded safely
- 1.4 comply with all regulations and operational procedures that relate to loading waste
- 1.5 select and use appropriate PPE in accordance with operational requirements
- 1.6 establish the safe loading limits of both the vehicle and loading equipment
- 1.7 work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading waste.

Outcome 2. be able to load waste and related materials in line with location-specific procedures

The learner can:

- 2.1 distribute the load to prevent movement, displacement or escape of waste during transit
- 2.2 place batched waste in a manner that enables access to it for unloading
- 2.3 check and confirm the load is secure and safe before the loaded vehicle is moved, and that the vehicle and load comply with regulations.

Outcome 3. be able to use and communicate data and information connected with loading waste and related materials

The learner can:

- 3.1 communicate with others involved in the loading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures
- 3.2 check that the waste and the documentation are in compliance
- 3.3 report unresolved vehicle defects or problems with defective equipment to the designated person
- 3.4 check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies'
- 3.5 complete documentation in accordance with operational and location-specific procedures
- 3.6 report situations that prevent safe loading or unloading to take place in accordance with operational and location-specific procedures.

Outcome 4. be able to resolve problems which arise from loading waste and related materials

The learner can:

- 4.1 resolve any discrepancies in the documentation for the load before the waste is loaded
- 4.2 report defects in operational suitability of the vehicle and loading equipment to the designated person
- 4.3 arrange for alternative loading sites to be identified when the designated site is unsuitable
- 4.4 reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment.

Outcome 5. understand the regulation procedures and requirements for loading a waste transport vehicle

The learner can:

- 5.1 describe appropriately the classifications and types of waste
- 5.2 describe appropriately the potential hazards associated with different wastes
- 5.3 describe appropriately details of operational procedures and documentation
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for loading a waste transport vehicle

The learner can:

- 6.1 describe appropriately the regulations relating to loading waste and related materials
- 6.2 describe appropriately the regulations relating to the carriage of dangerous goods
- 6.3 describe appropriately operational procedures for loading
- 6.4 describe appropriately site operating procedures and regulations at loading sites.
- 6.5 determine the different types of waste and materials likely to be encountered whilst carrying out the job
- 6.6 determine how to establish compliance of load with transfer requirements
- 6.7 determine how to operate loading equipment which is both integral and non-integral with the vehicle
- 6.8 determine how to identify, rectify and record discrepancies and defects
- 6.9 determine the nature and characteristics of waste loads and related materials
- 6.10 determine the limits of job role and responsibility.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Level: 2
Credit value: 3
UAN: J/602/1073

Unit aim

This unit is about loading inert waste safely and observing operational and regulatory requirements.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to prepare to load inert waste and related materials
2. be able to load inert waste and related materials in line with location-specific procedures
3. be able to use and communicate data and information connected with loading inert waste and related materials
4. be able to resolve problems which arise from loading inert waste and related materials
5. understand the regulation procedures and requirements for loading an inert waste transport vehicle
6. understand the specific regulation procedures and requirements for loading an inert waste transport vehicle
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO5c.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 218 Loading an inert waste transport vehicle

Assessment Criteria

Outcome 1. be able to prepare to load inert waste and related materials

The learner can:

- 1.1 establish the accessibility and the suitability of the loading action
- 1.2 check the suitability of the loading equipment to be used
- 1.3 check to make sure the vehicle is positioned so it can be prepared and loaded safely.
- 1.4 comply with all regulations and operational procedures that relate to loading inert waste
- 1.5 select and use appropriate PPE in accordance with operational requirements
- 1.6 establish the safe loading limits of both the vehicle and loading equipment
- 1.7 work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading inert waste.

Outcome 2. be able to load inert waste and related materials in line with location-specific procedures

The learner can:

- 2.1 distribute the load to prevent movement, displacement or escape of inert waste during transit
- 2.2 place batched inert waste in a manner that enables access to it for unloading
- 2.3 check and confirm the load is secure and safe before the loaded vehicle is moved and that the vehicle and load comply with regulations.

Outcome 3. be able to use and communicate data and information connected with loading inert waste and related materials

The learner can:

- 3.1 communicate with others involved in the loading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures
- 3.2 check that the inert waste and the documentation are in compliance
- 3.3 report unresolved vehicle defects or problems with defective equipment to the designated person
- 3.4 check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies'
- 3.5 complete documentation in accordance with operational and location-specific procedures
- 3.6 report situations that prevent safe loading or unloading to take place in accordance with operational and location-specific procedures.

Outcome 4. be able to resolve problems which arise from loading inert waste and related materials

The learner can:

- 4.1 resolve any discrepancies in the documentation for the load before the inert waste is loaded.
- 4.2 report defects in operational suitability of the vehicle and loading equipment to the designated person
- 4.3 arrange for alternative loading sites to be identified when the designated site is unsuitable
- 4.4 reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment.

Outcome 5. understand the regulation procedures and requirements for loading an inert waste transport vehicle

The learner can:

- 5.1 describe appropriately the classification and types of inert waste
- 5.2 describe appropriately the potential hazards associated with different inert wastes
- 5.3 describe appropriately details of operational procedures and documentation
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for loading an inert waste transport vehicle

The learner can:

- 6.1 describe appropriately the regulations relating to loading inert waste and related materials
- 6.2 describe appropriately the regulations relating to the carriage of dangerous goods
- 6.3 describe appropriately operational procedures for loading
- 6.4 describe appropriately site operating procedures and regulations at loading sites.
- 6.5 determine the different types of inert waste and materials likely to be encountered whilst carrying out the job
- 6.6 determine how to establish compliance of load with transfer requirements
- 6.7 determine how to operate loading equipment which is both integral and no-integral with the vehicle
- 6.8 determine how to identify, rectify and record discrepancies and defects
- 6.9 determine the nature and characteristics of inert waste loads and related materials
- 6.10 determine the limits of job role and responsibility.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Unit 219

Maintain the condition of waste process equipment

Level: 2
Credit value: 10
UAN: D/602/1600

Unit aim

This unit defines the competences required to ensure waste process equipment remains safe and operational. It involves understanding the performance requirements of the equipment and how to make adjustments which are necessary. It requires safe and hygienic working, and ensuring safe working conditions are maintained within and around the work area. It involves recording onto the required documentation the work carried out so it can be stored and the information used subsequently.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to confirm waste processing equipment conforms to operational requirements
2. be able to clean, maintain and adjust waste process equipment to specification
3. be able to use and communicate data and information
4. be able to resolve problems which arise from maintaining waste processing equipment
5. understand the regulation procedures and requirements for maintaining the condition of waste process equipment
6. understand the specific regulation procedures and requirements for maintaining the condition of waste process equipment
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **38** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO26.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 219 Maintain the condition of waste process equipment

Assessment Criteria

Outcome 1. be able to confirm waste processing equipment conforms to operational requirements

The learner can:

- 1.1 check the operation of the processing equipment during both operational and non-operational conditions.
- 1.2 check all elements of the risk assessment for carrying out examinations on the equipment are observed, and follow all safe working systems.
- 1.3 follow all organisational procedures where lone working is required.

Outcome 2. be able to clean, maintain and adjust waste process equipment to specification

The learner can:

- 2.1 carry out cleaning and maintenance during both operational and non-operational conditions in accordance with operational procedures.
- 2.2 check that the work area is safe for the cleaning and maintenance work to be carried out.
- 2.3 select and use the designated personal protective equipment (PPE) in line with operational requirements.
- 2.4 follow operational maintenance procedures for cleaning, lubricating, adjusting, dismantling and reassembling the equipment.
- 2.5 select, use and dispose of materials, residues maintenance substances, tools and equipment specified in the maintenance procedures.

Outcome 3. be able to use and communicate data and information

The learner can:

- 3.1 use and erect warning signs to indicate potential hazards around the work area.
- 3.2 comply with Permit to Work documentation to meet operational requirements before the work is started.
- 3.3 complete performance documentation legibly and accurately and store the documents according to organisational requirements.
- 3.4 notify the designated person when process performance fails to meet organisational requirements.
- 3.5 report - to the designated person - defective equipment that cannot be rectified within the responsibilities of the job role.
- 3.6 comply with operational procedures and guidelines whilst undertaking maintenance work.

Outcome 4. be able to resolve problems which arise from maintaining waste processing equipment

The learner can:

- 4.1 remove defective equipment from service and initiate repair procedures.
- 4.2 label and store defective equipment in a manner which prevents its use by others.
- 4.3 bring to the attention of the designated person hazards that arise in the working area.
- 4.4 arrange for replacement equipment to be available when essential equipment is removed from service for major repair or replacement.

Outcome 5. understand the regulation procedures and requirements for maintaining the condition of waste process equipment

The learner can:

- 5.1 describe appropriately the classifications and types of waste.
- 5.2 describe appropriately the potential hazards associated with different wastes.
- 5.3 describe appropriately details of operational procedures and documentation.
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks.
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements.
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures.
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for maintaining the condition of waste process equipment

The learner can:

- 6.1 describe appropriately the permit conditions for the site to operate and maintain the equipment.
- 6.2 describe appropriately the isolation procedures for treatment equipment.
- 6.3 describe appropriately the access requirements and safety interlocks to maintain equipment.
- 6.4 describe appropriately the different types of identifications to use for plant and equipment which is unsuitable to use.
- 6.5 describe appropriately environmentally safe disposal of cleaning fluids, residues and other materials.
- 6.6 describe appropriately emergency procedures related to cleaning and maintenance operations.
- 6.7 describe appropriately the organisational requirements for records about performance, adjustments, maintenance and repair, and parts and materials used.
- 6.8 determine how to initiate and use organisational authorisation procedures.
- 6.9 determine the items needing dismantling prior to cleaning and maintenance, and reassembly.
- 6.10 determine the adjustment parameters and how to make operator adjustments.
- 6.11 determine how to immobilise unserviceable equipment.
- 6.12 determine the cleaning materials, maintenance tools and equipment required for different jobs.
- 6.13 determine how to clean and maintain tools and equipment used to carry out maintenance.
- 6.14 determine how to access risk assessments for inspecting, and maintaining the equipment.
- 6.15 determine the items that require dismantling prior to cleaning and maintenance, and how to reassemble them.
- 6.16 determine how to report defective equipment.
- 6.17 determine how to communicate instructions and information to other people.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support.
- 7.2 take responsibility for resolving problems in their work area.

Unit 220* Participate in meetings

This unit has been replaced by unit 520. Learners registered before 1st July 2017 should use this unit. Learners registered after 1st July 2017 should use unit 520.

Level: 2
Credit value: 2
UAN: H/600/9688

Unit aim

This unit is about participating in meetings in an active and constructive way. It involves preparation before the meeting, perhaps researching information, consulting with others and clarifying your own objectives and opinions on the various agenda items. It also involves taking a positive stance within the meeting, presenting information and opinions clearly and concisely and acknowledging and building on the contributions of others, in order to arrive at the meeting's objectives. After the meeting, it may be necessary to communicate decisions to other people, in line with any protocol agreed at the meeting.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. be able to prepare for a meeting
2. be able to participate in a meeting
3. be able to communicate information to relevant stakeholders

Guided learning hours

It is recommended that **10** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit directly relates to national occupational standard D12 belongs to the MSC – the standards setting body for management and leadership.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 220* Participate in meetings

Assessment Criteria

Outcome 1. be able to prepare for a meeting

The learner can:

- 1.1 explain meeting objectives prior to the meeting
- 1.2 identify own role and prepare as necessary

Outcome 2. be able to participate in a meeting

The learner can:

- 2.1 contribute to meeting discussions using evidence to support own opinions
- 2.2 acknowledge other viewpoints presented at a meeting
- 2.3 seek clarification or confirmation of own understanding of outcomes

Outcome 3. be able to communicate information to relevant stakeholders

The learner can:

- 3.1 communicate information from the meeting to those who have an interest, in line with any organisational protocol

Unit 221

Resolve customer service problems

Level: 2
Credit value: 6
UAN: M/601/1511

Unit aim

This unit is about what to do when it is difficult to meet customer expectations. Even if the service the learner gives is excellent, some customers experience problems. Part of the learner's job is to help to resolve those problems. There is likely to be a problem if customer expectations are not met. This may be because the customer's expectations involve more than the learner can offer or because service procedures have not been followed. Some problems are reported by customers and sometimes the learner will spot the problem first and resolve it before their customer has even noticed. As soon as the learner is aware of a problem, they need to consider the options and then choose a way to put it right.

This unit is particularly important in customer service because many customers judge how good the customer service of the organisation is by the way problems are handled.

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. be able to spot customer service problems
2. be able to pick the best solution to resolve customer service problems
3. be able to take action to resolve customer service problems
4. know how to resolve customer service problems

Guided learning hours

It is recommended that **40** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit directly relates to Unit C3 of the Customer Service NOS 2010.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 221 Resolve customer service problems

Assessment Criteria

Outcome 1. be able to spot customer service problems

The learner can:

- 1.1 listen carefully to customers about any problem they have raised
- 1.2 ask customers about the problem to check their understanding
- 1.3 recognise repeated problems and alert the appropriate authority
- 1.4 share customer feedback with others to identify potential problems before they happen
- 1.5 identify problems with systems and procedures before they begin to affect customers.

Outcome 2. be able to pick the best solution to resolve customer service problems

The learner can:

- 2.1 identify the options for resolving a customer service problem
- 2.2 work with others to identify and confirm the options to resolve a customer service problem
- 2.3 work out the advantages and disadvantages of each option for their customer and the organisation
- 2.4 pick the best option for their customer and the organisation
- 2.5 identify for their customer other ways that problems may be resolved if they are unable to help.

Outcome 3. be able to take action to resolve customer service problems

The learner can:

- 3.1 discuss and agree the options for solving the problem with their customer
- 3.2 take action to implement the option agreed with their customer
- 3.3 work with others and their customer to make sure that any promises related to solving the problem are kept
- 3.4 keep their customer fully informed about what is happening to resolve the problem
- 3.5 check with their customer to make sure the problem has been resolved to the customer's satisfaction
- 3.6 give clear reasons to their customer when the problem has not been resolved to the customer's satisfaction.

Outcome 4. know how to resolve customer service problems

The learner can:

- 4.1 describe organisational procedures and systems for dealing with customer service problems
- 4.2 explain how to defuse potentially stressful situations
- 4.3 describe how to negotiate
- 4.4 identify the limitations of what they can offer their customer
- 4.5 describe types of action that may make a customer problem worse and should be avoided.

Level: 2
Credit value: 5
UAN: J/601/8884

Unit aim

Organisations change the way they deliver service to their customers because customer expectations rise and because other organisations improve the services they offer. Often the most important ideas about how to improve customer service come from people dealing directly with customers.

Your job involves delivering customer service. If your organisation has decided to make changes, it is your job to support them and to present them positively to your customers. Also, by listening to customer comments you may have your own ideas about how the service you deliver could be improved.

This unit is all about how you provide support for changes that your organisation has introduced. In addition, it covers how you present your own ideas for improvements to someone in your organisation who can authorise trying out the change.

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. be able to use feedback to identify potential customer service improvements
2. be able to implement changes in customer service
3. be able to assist with the evaluation of changes in customer service
4. know and understand how to support customer service improvements

Guided learning hours

It is recommended that **25** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit directly relates to national occupational standard ICS 37 belongs to the Institute of Customer Service – the independent professional body for customer service.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 222 Support customer service improvements

Assessment Criteria

Outcome 1. be able to use feedback to identify potential customer service improvements

The learner can:

- 1.1 gather informal feedback from their customers
- 1.2 use their organisation's procedures to collect feedback from their customers
- 1.3 use the information from their customers to develop a better understanding of their customer service experience
- 1.4 identify ways the service they give could be improved based on information they have gathered
- 1.5 share their ideas for improving customer service with colleagues

Outcome 2. be able to implement changes in customer service

The learner can:

- 2.1 identify a possible change that could be made to improve customer service
- 2.2 present their idea for improving customer service to a colleague with the appropriate authority to approve the change
- 2.3 carry out changes to customer service procedures based on their own idea or proposed by their organisation
- 2.4 keep their customers informed of changes to customer service
- 2.5 give customers a positive impression of changes that have been made
- 2.6 work positively with others to support customer service changes

Outcome 3. be able to assist with the evaluation of changes in customer service

The learner can:

- 3.1 discuss with others how changes to customer service are working
- 3.2 work with others to identify any negative effects of changes and how these can be avoided

Outcome 4. know and understand how to support customer service improvements

The learner can:

- 4.1 show that they know and understand how customer experience is influenced by the way service is delivered
- 4.2 show that they know and understand how customer feedback is obtained
- 4.3 show that they know and understand how to work with others to identify and support change in the way service is delivered
- 4.4 show that they know and understand why it is important to give a positive impression to their customer about the changes made by the organisation even if the learner disagrees with them

Unit 223

Unloading a hazardous waste transport vehicle

Level: 2
Credit value: 7
UAN: F/602/1072

Unit aim

This unit is about the competence required to comply with general health and safety in the working environment.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to prepare to unload hazardous waste and related materials
2. be able to unload hazardous waste and related materials in line with location-specific procedures
3. be able to use and communicate data and information connected with unloading hazardous waste and related materials
4. be able to resolve problems which arise from unloading hazardous waste and related materials
5. understand the regulation procedures and requirements for unloading a hazardous waste transport vehicle
6. understand the specific regulation procedures and requirements for unloading a hazardous waste transport vehicle
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **70** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from W06a.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 223 Unloading a hazardous waste transport vehicle

Assessment Criteria

Outcome 1. be able to prepare to unload hazardous waste and related materials

The learner can:

- 1.1 establish the accessibility and the suitability of the unloading location
- 1.2 check and confirm the operational suitability of the vehicle and unloading equipment to be used
- 1.3 check to make sure the vehicle is positioned so it can be prepared and unloaded safely
- 1.4 comply with all regulations and operational procedures that relate to unloading waste
- 1.5 select and use appropriate PPE in accordance with operational requirements
- 1.6 work in a way which complies with all regulations, and operational and location-specific procedures that relate to unloading waste.

Outcome 2. be able to unload hazardous waste and related materials in line with location-specific procedures

The learner can:

- 2.1 communicate with others involved in the unloading process to ensure it is carried out safely and in compliance with operational procedures
- 2.2 carry out the unloading operation safely and in accordance with operational procedures
- 2.3 check and confirm the unloading operation is completed and that the unloaded waste complies with regulations.

Outcome 3. be able to use and communicate data and information connected with unloading hazardous waste and related materials

The learner can:

- 3.1 communicate with others involved in the unloading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures
- 3.2 check that the waste and the documentation are in compliance
- 3.3 report unresolved vehicle defects or problems with defective equipment to the designated person
- 3.4 check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies
- 3.5 complete documentation in accordance with operational and location-specific procedures
- 3.6 report situations that prevent safe unloading to take place in accordance with operational and location-specific procedures.

Outcome 4. be able to resolve problems which arise from unloading hazardous waste and related materials

The learner can:

- 4.1 resolve any discrepancies in the documentation for the load before the waste is unloaded
- 4.2 report defects in operational suitability of the vehicle and unloading equipment to the designated person
- 4.3 arrange for alternative unloading sites to be identified when the designated site is unsuitable
- 4.4 take steps to prevent unstable conditions from arising with the vehicle and unloading equipment.

Outcome 5. understand the regulation procedures and requirements for unloading a hazardous waste transport vehicle

The learner can:

- 5.1 describe appropriately the classifications and types of waste
- 5.2 describe appropriately the potential hazards associated with different wastes
- 5.3 describe appropriately details of operational procedures and documentation
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for unloading a hazardous waste transport vehicle

The learner can:

- 6.1 describe appropriately the regulations relating to unloading waste and related materials
- 6.2 describe appropriately the regulations for carriage of dangerous goods
- 6.3 describe appropriately operational procedures for unloading
- 6.4 describe appropriately site operating procedures and regulations at unloading sites.
- 6.5 determine the different types of waste and materials likely to be encountered when carrying out the job
- 6.6 determine how to establish compliance with transfer requirements
- 6.7 determine how to operate unloading equipment which is both integral and non-integral with the vehicle
- 6.8 determine how to identify, rectify and record discrepancies and defects
- 6.9 determine the nature and characteristics of waste loads and related materials
- 6.10 determine the limits of the job role and responsibility.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Unit 224

Unloading a non-hazardous waste transport vehicle

Level: 2
Credit value: 3
UAN: A/602/1071

Unit aim

This unit is about unloading non-hazardous waste safely, and observing operational and regulatory requirements.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to prepare to unload non-hazardous waste and related materials
2. be able to unload non-hazardous waste and related materials in line with location-specific procedures
3. be able to use and communicate data and information connected with unloading non-hazardous waste and related materials
4. be able to resolve problems which arise from unloading non-hazardous waste and related materials
5. understand the regulation procedures and requirements for unloading a non-hazardous waste transport vehicle
6. understand the specific regulation procedures and requirements for unloading a non-hazardous waste transport vehicle
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from W06b.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 224 Unloading a non-hazardous waste transport vehicle

Assessment Criteria

Outcome 1. be able to prepare to unload non-hazardous waste and related materials

The learner can:

- 1.1 establish the accessibility and the suitability of the unloading location
- 1.2 check and confirm the operational suitability of the vehicle and unloading equipment to be used
- 1.3 check to make sure the vehicle is positioned so it can be prepared and unloaded safely
- 1.4 comply with all regulations and operational procedures that relate to unloading waste
- 1.5 select and use appropriate PPE in accordance with operational requirements
- 1.6 work in a way which complies with all regulations, and operational and location-specific procedures that relate to unloading waste.

Outcome 2. be able to unload non-hazardous waste and related materials in line with location-specific procedures

The learner can:

- 2.1 communicate with others involved in the unloading process to ensure it is carried out safely and in compliance with operational procedures
- 2.2 carry out the unloading operation safely and in accordance with operational procedures
- 2.3 check and confirm the unloading operation is completed and that the unloaded waste complies with regulations.

Outcome 3. be able to use and communicate data and information connected with unloading non-hazardous waste and related materials

The learner can:

- 3.1 communicate with others involved in the unloading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures
- 3.2 check that the waste and the documentation are in compliance
- 3.3 report unresolved vehicle defects or problems with defective equipment to the designated person
- 3.4 check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies
- 3.5 complete documentation in accordance with operational and location-specific procedures
- 3.6 report situations that prevent safe unloading to take place in accordance with operational and location-specific procedures.

Outcome 4. be able to resolve problems which arise from unloading non-hazardous waste and related materials

The learner can:

- 4.1 resolve any discrepancies in the documentation for the load before the waste is unloaded
- 4.2 report defects in operational suitability of the vehicle and unloading equipment to the designated person
- 4.3 arrange for alternative unloading sites to be identified when the designated site is unsuitable
- 4.4 take steps to prevent unstable conditions from arising with the vehicle and unloading equipment.

Outcome 5. understand the regulation procedures and requirements for unloading a non-hazardous waste transport vehicle

The learner can:

- 5.1 describe appropriately the classifications and types of waste
- 5.2 describe appropriately the potential hazards associated with different wastes
- 5.3 describe appropriately details of operational procedures and documentation
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for unloading a non-hazardous waste transport vehicle

The learner can:

- 6.1 describe appropriately the regulations relating to unloading waste and related materials
- 6.2 describe appropriately the regulations for carriage of dangerous goods
- 6.3 describe appropriately operational procedures for unloading
- 6.4 describe appropriately site operating procedures and regulations at unloading sites.
- 6.5 determine the different types of waste and materials likely to be encountered when carrying out the job
- 6.6 determine how to establish compliance with transfer requirements
- 6.7 determine how to operate unloading equipment which is both integral and non-integral with the vehicle
- 6.8 determine how to identify, rectify and record discrepancies and defects
- 6.9 determine the nature and characteristics of waste loads and related materials
- 6.10 determine the limits of the job role and responsibility.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Level: 2
Credit value: 3
UAN: T/602/1070

Unit aim

This unit is about unloading inert waste safely, and observing operational and regulatory requirements.

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to prepare to unload inert waste and related materials
2. be able to unload inert waste and related materials in line with location-specific procedures
3. be able to use and communicate data and information connected with unloading inert waste and related materials
4. resolve problems which arise from unloading inert waste and related materials
5. understand the regulation procedures and requirements for unloading an inert waste transport vehicle
6. understand the specific regulation procedures and requirements for unloading an inert waste transport vehicle
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from W06c.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 225 Unloading an inert waste transport vehicle

Assessment Criteria

Outcome 1. be able to prepare to unload inert waste and related materials

The learner can:

- 1.1 establish the accessibility and the suitability of the unloading location
- 1.2 check and confirm the operational suitability of the vehicle and unloading equipment to be used
- 1.3 check to make sure the vehicle is positioned so it can be prepared and unloaded safely
- 1.4 comply with all regulations and operational procedures that relate to unloading waste
- 1.5 select and use appropriate PPE in accordance with operational requirements
- 1.6 work in a way which complies with all regulations, and operational and location-specific procedures that relate to unloading waste.

Outcome 2. be able to unload inert waste and related materials in line with location-specific procedures

The learner can:

- 2.1 communicate with others involved in the unloading process to ensure it is carried out safely and in compliance with operational procedures
- 2.2 carry out the unloading operation safely and in accordance with operational procedures
- 2.3 check and confirm the unloading operation is completed and that the unloaded waste complies with regulations.

Outcome 3. be able to use and communicate data and information connected with unloading inert waste and related materials

The learner can:

- 3.1 communicate with others involved in the unloading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures
- 3.2 check that the waste and the documentation are in compliance
- 3.3 report unresolved vehicle defects or problems with defective equipment to the designated person
- 3.4 check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies
- 3.5 complete documentation in accordance with operational and location-specific procedures
- 3.6 report situations that prevent safe unloading to take place in accordance with operational and location-specific procedures.

Outcome 4. resolve problems which arise from unloading inert waste and related materials

The learner can:

- 4.1 resolve any discrepancies in the documentation for the load before the waste is unloaded
- 4.2 report defects in operational suitability of the vehicle and unloading equipment to the designated person
- 4.3 arrange for alternative unloading sites to be identified when the designated site is unsuitable
- 4.4 take steps to prevent unstable conditions from arising with the vehicle and unloading equipment.

Outcome 5. understand the regulation procedures and requirements for unloading an inert waste transport vehicle

The learner can:

- 5.1 describe appropriately the classifications and types of waste
- 5.2 describe appropriately the potential hazards associated with different wastes
- 5.3 describe appropriately details of operational procedures and documentation
- 5.4 describe appropriately operational procedures and why it is important to comply with them.
- 5.5 determine how to identify work-related hazards and risks
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for unloading an inert waste transport vehicle

The learner can:

- 6.1 describe appropriately the regulations relating to unloading waste and related materials
- 6.2 describe appropriately the regulations for carriage of dangerous goods
- 6.3 describe appropriately operational procedures for unloading
- 6.4 describe appropriately site operating procedures and regulations at unloading sites.
- 6.5 determine the different types of waste and materials likely to be encountered when carrying out the job
- 6.6 determine how to establish compliance with transfer requirements
- 6.7 determine how to operate unloading equipment which is both integral and non-integral with the vehicle
- 6.8 determine how to identify, rectify and record discrepancies and defects.
- 6.9 determine the nature and characteristics of waste loads and related materials.
- 6.10 determine the limits of the job role and responsibility.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Unit 226

Validation of waste

Level: 2
Credit value: 5
UAN: A/602/1376

Unit aim

This unit is about the validation of waste, being able to check and confirm the vehicle carrier is registered and that documentation accompanying the waste is correct.

Learning outcomes

There are **five** learning outcomes to this unit. The learner will:

1. be able to validate waste
2. be able to resolve problems which arise from the validation of waste
3. understand the regulation procedures and requirements for the validation of waste
4. understand the specific regulation procedures and requirements for the validation of waste
5. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **7** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO10.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 226 Validation of waste

Assessment Criteria

Outcome 1. be able to validate waste

The learner can:

- 1.1 check and confirm the documentation accompanying the waste is correct
- 1.2 establish the waste complies with the site waste management licence
- 1.3 check the documents for wastes being accepted are completed accurately and legibly and they are stored in the designated place
- 1.4 ensure information recorded on documents meets organisational procedures
- 1.5 reject unsuitable waste in accordance with organisational procedures.

Outcome 2. be able to resolve problems which arise from the validation of waste

The learner can:

- 2.1 rectify and resolve discrepancies on documents accompanying the waste before it is accepted
- 2.2 report problems outside the responsibility of the job role in accordance with operational procedures.

Outcome 3. understand the regulation procedures and requirements for the validation of waste

The learner can:

- 3.1 describe appropriately the classifications and types of waste
- 3.2 describe appropriately details of operational procedures and documentation
- 3.3 describe appropriately operational procedures and why it is important to comply with them.
- 3.4 determine the potential hazards associated with different wastes
- 3.5 determine how to identify work-related hazards and risks
- 3.6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 3.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 3.8 determine the limits of the job responsibility when communicating with others.

Outcome 4. understand the specific regulation procedures and requirements for the validation of waste

The learner can:

- 4.1 describe appropriately the operational procedures for validation and rejection of waste
- 4.2 describe appropriately the transport, acceptance, and rejection documentation to comply with legal and organisational requirements
- 4.3 describe appropriately the Permit or License conditions covering the acceptance of waste at their site
- 4.4 describe appropriately other relevant environment permit details applicable to the facility.
- 4.5 determine how to recognise classifications of waste that they may encounter in their job role
- 4.6 determine limitations on responsibility for the dissemination of information outside the organisation
- 4.7 determine how to deal with documentation which does not comply with site permit or license or Duty of Care legislation
- 4.8 determine how to deal with emergencies
- 4.9 determine the classifications, using European Waste Codes, of waste that can be permitted on the site.

Outcome 5. be able to work in a manner which underpins effective performance

The learner can:

- 5.1 recognise and act when others need support
- 5.2 take responsibility for resolving problems in their work area.

Unit 230

Conforming to productive working practices in the workplace

Level: 2
Credit value: 3
UAN: J/503/1169

Unit aim

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. communicate with others to establish productive work practices
2. follow organisational procedures to plan the sequence of work
3. maintain relevant records in accordance with the organisational procedures
4. maintain good working relationships when conforming to productive working practices

Guided learning hours

It is recommended that **10** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 230 **Conforming to productive working practices in the workplace**

Assessment Criteria

Outcome 1. communicate with others to establish productive work practices

The learner can:

- 1.1 communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively
- 1.2 describe the different methods of communicating with line management, colleagues and customers
- 1.3 describe how to use different methods of communication to ensure that the work carried out is productive.

Outcome 2. follow organisational procedures to plan the sequence of work

The learner can:

- 2.1 interpret relevant information from organisational procedures in order to plan the sequence of work
- 2.2 plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively
- 2.3 describe how organisational procedures are applied to ensure work is planned and carried out productively, in relation to:
 - using resources for own and other's work requirements
 - allocating appropriate work to employees
 - organising the work sequence
 - reducing carbon emissions
- 2.4 describe how to contribute to zero/low carbon work outcomes within the built environment.

Outcome 3. maintain relevant records in accordance with the organisational procedures

The learner can:

- 3.1 complete relevant documentation according to the occupation as required by the organisation
- 3.2 describe how to complete and maintain documentation in accordance with organisational procedures, in relation to:
 - job cards
 - worksheets
 - material/resource lists
 - time sheets
- 3.3 explain the reasons for ensuring documentation is completed clearly and within given timescales.

Outcome 4. maintain good working relationships when conforming to productive working practices

The learner can:

- 4.1 carry out work productively, to the agreed specification, in conjunction with line management, colleagues, customers and/or other relevant people involved in the work to maintain good working relationships
- 4.2 apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others
- 4.3 describe how to maintain good working relationships, in relation to:
 - individuals
 - customer and operative
 - operative and line management
 - own and other occupations
- 4.4 describe why it is important to work effectively with line management, colleagues and customers
- 4.5 describe how working relationships could have an effect on productive working
- 4.6 describe how to apply principles of equality and diversity when communicating and working with others.

Unit 301

Operate the weighbridge

Level: 3
Credit value: 15
UAN: K/601/7615

Unit aim

The aim of this unit is to illustrate the skills, knowledge and understanding required to confirm competence in operating a weighbridge in the workplace within the relevant sector of industry.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. be able to carry out prestart checks on the weighbridge
2. be able to operate the weighbridge
3. be able to shut down and secure the weighbridge

Guided learning hours

It is recommended that **45** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This Unit covers Proskills National Occupational Standard Unit WB4 Operate Weighbridge in full.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 301 Operate the weighbridge

Assessment Criteria

Outcome 1. be able to carry out prestart checks on the weighbridge

The learner can:

- 1.1 demonstrate procedure for setting up and carrying out prestart checks on the weighbridge
- 1.2 confirm that all equipment and resources required are available
- 1.3 identify hazards associated with the weighbridge activity
- 1.4 describe the weighbridge and ancillary equipment operation and its limitations
- 1.5 explain the importance of carrying out organisational prestart procedures correctly
- 1.6 describe the organisational procedures in the event of:
 - identification of a hazard.
 - accidents and incidents.
 - weighbridge and ancillary equipment damage/faults/failure.
 - weighbridge calibration/testing.
 - maintenance.
 - contingency plans should weighbridge be out of use.
 - a vehicle not meeting requirements for the load or for entering/leaving the site.
- 1.7 demonstrate appropriate action in the event of:
 - weighbridge faults.
 - identified hazards.
 - confirming work requirements.
 - accidents or incidents.

Outcome 2. be able to operate the weighbridge

The learner can:

- 2.1 demonstrate safe operation of weighbridge
- 2.2 demonstrate monitoring of performance of weighbridge (and any ancillary equipment)
- 2.3 demonstrate identification of vehicles and loads
- 2.4 explain the different forms of communication in use
- 2.5 communicate, giving correct information, at the appropriate time, in the prescribed method to:
 - vehicle operators
 - supervision.
- 2.6 ensure records are completed according to organisational requirements
- 2.7 describe the range of materials entering and leaving the site
- 2.8 describe the hazards associated with the weighbridge operation
- 2.9 describe the types of faults that can occur on the weighbridge and ancillary equipment
- 2.10 explain the implications of weighbridge faults
- 2.11 describe the organisational procedures for weighbridge activity recording and reporting
- 2.12 explain the importance of data protection, and security of information
- 2.13 explain the acceptable conditions for vehicles entering and leaving the site, and why these must be maintained.

Outcome 3. be able to shut down and secure the weighbridge

The learner can:

- 3.1 demonstrate procedure to be followed when work is concluded
- 3.2 explain the importance of carrying out organisational shut down and security procedures correctly.

This unit has been replaced by unit 602. Learners registered before 1st July 2017 should use this unit. Learners registered after 1st July 2017 should use unit 602.

Level: 3
Credit value: 5
UAN: Y/600/9669

Unit aim

This unit is about ensuring that the work required of your team is effectively and fairly allocated amongst team members. It also involves checking on the progress and quality of the work of team members to ensure that the required level or standard or performance is being met.

Learning outcomes

There are **five** learning outcomes to this unit. The learner will:

1. be able to plan work for a team
2. be able to allocate work across a team
3. be able to manage team members to achieve objectives
4. be able to monitor and evaluate the performance of team members
5. be able to improve the performance of a team

Guided learning hours

It is recommended that **25** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit directly links to D5 which belongs to the MSC – the standards setting body for management and leadership.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 302* Plan, allocate and monitor work of a team

Assessment Criteria

Outcome 1. be able to plan work for a team

The learner can:

- 1.1 agree team objectives with own manager
- 1.2 develop a plan for a team to meet agreed objectives, taking into account capacity and capabilities of the team.

Outcome 2. be able to allocate work across a team

The learner can:

- 2.1 discuss team plans with a team
- 2.2 agree work allocation and SMART (Specific, Measurable, Achievable, Realistic and Time bound) objectives with team members
- 2.3 agree standard of work required by team

Outcome 3. be able to manage team members to achieve objectives

The learner can:

- 3.1 support all team members in order to achieve team objectives

Outcome 4. be able to monitor and evaluate the performance of team members

The learner can:

- 4.1 assess team members work against agreed standards and objectives
- 4.2 identify and monitor conflict within a team
- 4.3 identify causes for team members not meeting team objectives

Outcome 5. be able to improve the performance of a team

The learner can:

- 5.1 identify ways of improving team performance
- 5.2 provide constructive feedback to team members to improve their performance
- 5.3 implement identified ways of improving team performance

Unit 303

Set objectives and provide support for team members

Level: 3
Credit value: 5
UAN: M/600/9600

Unit aim

This unit is about taking a lead in identifying the workforce requirements of your organisation and how these will be satisfied. It involves considering the strategic objectives and plans of the organisation to decide whether the workforce should be expanded, maintained or contracted.

It also involves considering whether there is an appropriate mix of people to achieve the organisation's objectives, and whether any problems with this can be sorted out by recruiting staff, moving staff to other positions or making staff redundant. 'Workforce' covers any person who works for the organisation. Colleagues do not have to be directly employed as there is a wide range of contractual arrangements which could be used to provide the people the organisation needs, and part of the planning process is to decide how this is managed.

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. be able to communicate a team's purpose and objectives to the team members
2. be able to develop a plan with team members showing how team objectives will be met
3. be able to support team members identifying opportunities and providing support
4. be able to monitor and evaluate progress and recognise achievement

Guided learning hours

It is recommended that **53** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit directly relates to the national occupational standard D4 which belongs to the MSC – the standards setting body for management and leadership..

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 303 Set objectives and provide support for team members

Assessment Criteria

Outcome 1. be able to communicate a team's purpose and objectives to the team members

The learner can:

- 1.1 describe the purpose of a team
- 1.2 set team objectives with its members which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)
- 1.3 communicate the team's purpose and objectives to its members.

Outcome 2. be able to develop a plan with team members showing how team objectives will be met

The learner can:

- 2.1 discuss with team members how team objectives will be met
- 2.2 ensure team members participate in the planning process and think creatively
- 2.3 develop plans to meet team objectives
- 2.4 set SMART personal work objectives with team members

Outcome 3. be able to support team members identifying opportunities and providing support

The learner can:

- 3.1 identify opportunities and difficulties faced by team members
- 3.2 discuss identified opportunities and difficulties with team members
- 3.3 provide advice and support to team members to overcome identified difficulties and challenges
- 3.4 provide advice and support to team members to make the most of identified opportunities

Outcome 4. be able to monitor and evaluate progress and recognise achievement

The learner can:

- 4.1 monitor and evaluate individual and team activities and progress
- 4.2 provide recognition when individual and team objectives have been achieved

Level: 3
Credit value: 8
UAN: D/601/1553

Unit aim

Teamwork is a key component of delivering and improving excellent customer service. The people you work with to improve customer service may include one or more of the following: team members; colleagues; suppliers; service partners; supervisors; managers; team leaders.

The delivery of excellent customer service depends on your skills and those of others. It involves communicating with each other and agreeing how you can work together to give a more effective service. You need to work together positively. You must also monitor your own and the team's performance and change the way you do things if that improves customer service.

This unit is all about how you develop a relationship with others to improve your customer service performance.

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. be able to improve customer service by working with others
2. be able to monitor their own performance when improving customer service
3. be able to monitor team performance when improving customer service
4. understand how to work with others to improve customer service

Guided learning hours

It is recommended that **53** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit directly relates the national occupational standard ICS 39 which belongs to the Institute of Customer Service – the independent professional body for customer service.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 304 Work with others to improve customer service

Assessment Criteria

Outcome 1. be able to improve customer service by working with others

The learner can:

- 1.1 contribute constructive ideas for improving customer service
- 1.2 identify what they have to do to improve customer service and confirm this with others
- 1.3 agree with others what they have to do to improve customer service
- 1.4 co-operate with others to improve customer service
- 1.5 keep their commitments made to others
- 1.6 make others aware of anything that may affect plans to improve customer service.

Outcome 2. be able to monitor their own performance when improving customer service

The learner can:

- 2.1 discuss with others how what they do affects customer service
- 2.2 identify how the way they work with others contributes towards improving customer service

Outcome 3. be able to monitor team performance when improving customer service

The learner can:

- 3.1 discuss with others how teamwork affects customer service performance
- 3.2 work with others to collect information on team customer service performance
- 3.3 identify with others how customer service teamwork could be improved
- 3.4 take action with others to improve customer service performance

Outcome 4. understand how to work with others to improve customer service

The learner can:

- 4.1 describe who else is involved either directly or indirectly in the delivery of customer service
- 4.2 describe the roles and responsibilities of others in their organisation
- 4.3 describe the roles of others outside their organisation who have an impact on their services or products
- 4.4 evaluate what the goals or targets of their organisation are in relation to customer service and how these are set
- 4.5 evaluate how their organisation identifies improvements in customer service.

Unit 305

Generate and retain waste and resource management business

Level: 3
Credit value: 14
UAN: H/602/1503

Unit aim

This unit defines the competences required to support the generation and retention of waste and resource management business. It involves contact with customers, ascertaining their requirements and proposing services to meet their needs. It requires understanding the waste and resource management business, current waste industry costs & charges and being able to evaluate the customers' needs for waste and resource management services.

Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

1. be able to contribute to the generation of business
2. be able to contribute to the retention of business
3. be able to use and communicate data and information
4. be able to report problems which could affect the generation and retention of waste and resource management business
5. understand the regulation procedures and requirements for generating and retaining waste and resource management business
6. understand the specific regulation procedures and requirements for generating and retaining waste and resource management business

Guided learning hours

It is recommended that **89** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WM10.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 305 **Generate and retain waste and resource management business**

Assessment Criteria

Outcome 1. be able to contribute to the generation of business

The learner can:

- 1.1 maintain accurate and up-to-date information on the organisation's services
- 1.2 carry out market research and industry networking to identify potential customers
- 1.3 contact potential customers and establish their needs for waste and resource management services.
- 1.4 develop proposals to meet customer needs and present them to customers in a way that gains their interest.
- 1.5 follow up enquiries for services and expressions of interest for proposals.
- 1.6 acquire orders from customers in response to proposals and initiate the service agreed.

Outcome 2. be able to contribute to the retention of business

The learner can:

- 2.1 initiate customer's feedback systems for the services provided
- 2.2 respond to negative customer feedback and initiate remedial action
- 2.3 evaluate feedback for its importance and impact on operations
- 2.4 make regular contact with customers to review their business needs

Outcome 3. be able to use and communicate data and information

The learner can:

- 3.1 communicate information on the organisation's services which are consistent with the organisation's policy
- 3.2 communicate the features and advantages of the available services to generate and retain business
- 3.3 develop and present a reasoned case when providing advice
- 3.4 communicate feedback to colleagues and organisational management
- 3.5 maintain information systems and records for use in generating and retaining business and for quality control purposes
- 3.6 notify the administration process of all new orders and supply full details for charging and accounting purposes

Outcome 4. be able to report problems which could affect the generation and retention of waste and resource management business

The learner can:

- 4.1 report customer complaints of unsafe or unsatisfactory behaviour by organisational representatives when carrying out the service to the appropriate manager
- 4.2 arrange for customers to be notified if operational problems affect the service delivery
- 4.3 advise colleagues or managers of situations which need their intervention
- 4.4 seek expert advice to resolve situations which are outside the responsibility of the job role
- 4.5 identify any problems in achieving the proposal outcomes and make contingency arrangements for their resolution
- 4.6 arrange for any sub standard work to be remedied

Outcome 5. understand the regulation procedures and requirements for generating and retaining waste and resource management business

The learner can:

- 5.1 describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment for waste and resource management activities
- 5.2 describe appropriately waste management legislation and guidance that is applicable to waste and resource management sites
- 5.3 describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment
- 5.4 describe appropriately the legal requirements and company procedures for dealing with unauthorised wastes
- 5.5 describe appropriately the procedures for the proper management control of work activities on customer's sites
- 5.6 describe appropriately the organisational environmental policy and applicable to the services provided
- 5.7 describe appropriately risk analysis to minimise hazards to personnel and the environment for the services provided

Outcome 6. understand the specific regulation procedures and requirements for generating and retaining waste and resource management business

The learner can:

- 6.1 describe appropriately organisational policies, procedures and resource constraints which may affect advice and information given to others
- 6.2 describe appropriately the principles of confidentiality when handling customer feedback
- 6.3 describe appropriately the organisations objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards
- 6.4 describe appropriately recent developments in technology and operating procedures within the waste management industry
- 6.5 describe appropriately the organisations objectives and priorities for the provision of a waste and resource management service
- 6.6 describe appropriately the organisational procedures for the proper management control of work activities on customers sites
- 6.7 describe appropriately the records required by legislation and by organisational procedures in relation to the services provided
- 6.8 describe appropriately the records required by legislation and by company procedures in relation to the service provided
- 6.9 describe appropriately the procedures for dealing with spillages

Unit 306

Manage own professional development within an organisation

Level: 3
Credit value: 4
UAN: L/600/9586

Unit aim

This unit helps learners to produce, implement and review a personal professional development plan that supports development.

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. be able to assess own career goals and personal development
2. be able to set personal work objectives
3. be able to produce a personal development plan
4. be able to implement and monitor own personal development plan

Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

n/a

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 306 Manage own professional development within an organisation

Assessment Criteria

Outcome 1. be able to assess own career goals and personal development

The learner can:

- 1.1 identify own career and personal goals
- 1.2 assess how own career goals affect work role and professional development.

Outcome 2. be able to set personal work objectives

The learner can:

- 2.1 agree SMART (Specific, Measurable, Achievable, Realistic and Time-bound) personal work objectives in line with organisational objectives.

Outcome 3. be able to produce a personal development plan

The learner can:

- 3.1 identify gaps between objectives set, own current knowledge and skills
- 3.2 produce a development plan.

Outcome 4. be able to implement and monitor own personal development plan

The learner can:

- 4.1 plan activities identified in own development plan
- 4.2 explain how to monitor and review own personal development plan.

Level: 3
Credit value: 4
UAN: A/601/7182

Unit aim

This unit is about managing the traffic office. It deals with recording feedback, communicating it to relevant people and advising them of likely outcomes. It involves evaluating performance, effectiveness and efficiency to identify trends.

This unit is relevant to those managing or supervising staff engaged in road transport operations. This could relate to warehousing and storage, transport or freight forwarding.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to manage the traffic office
2. be able to manage the traffic office

Guided learning hours

It is recommended that **16** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is mapped directly to Skills for Logistics NOS Unit SfL 54 – ‘Manage the traffic office’.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 307 Manage the traffic office

Assessment Criteria

Outcome 1. know how to manage the traffic office

The learner can:

- 1.1 explain the relevant organisational policies and procedures, in relation to managing the traffic office, that relate to:
 - health, safety and security
 - environmental factors
 - legal requirements
 - operating requirements
 - route, destination, delivery and collection schedules
 - review systems.
- 1.2 explain the following:
 - the type of load and characteristics of the consignment being moved
 - different modes of transport
 - types of vehicles and equipment that can be used for carrying different loads
 - sources of feedback information.
- 1.3 explain how to manage colleagues within the operation
- 1.4 identify problems that can occur when managing the traffic office
- 1.5 explain the appropriate action take, to in order to deal with identified problems.

Outcome 2. be able to manage the traffic office

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to managing the traffic office, that relate to:
 - health, safety and security
 - personal protective equipment
 - legal requirements
 - operating requirements
 - route, destination, delivery and collection schedules
 - review systems.
- 2.2 manage colleagues to plan the transportation of loads
- 2.3 monitor the use of resources
- 2.4 support colleagues decisions where problems arise
- 2.5 advise customers and relevant personnel of any changes in the resources allocated or the delivery schedules
- 2.6 maintain records making any changes according to operational procedures
- 2.7 evaluate feedback obtained on the use of resources
- 2.8 review actual performance against the operational plan
- 2.9 evaluate the effectiveness and efficiency of completed operations
- 2.10 formulate an action plan based on patterns or trends in actual performance in order to improve performance
- 2.11 propose amendments to operational and organisational procedures
- 2.12 communicate effectively.

Unit 308

Organise the transportation of loads in a waste environment

Level: 3
Credit value: 3
UAN: A/602/1684

Unit aim

The aim of this unit is to illustrate the skills, knowledge and understanding required to confirm competence in the organisation of the transportation of loads in the workplace within the relevant sector of industry.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. be able to organise transport
2. understand the organisation of the transportation of loads

Guided learning hours

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This Unit covers Proskills National Occupational Standard This unit has been derived from national occupational standard WB6 Organise the transportation of Loads.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 308 Organise the transportation of loads in a waste environment

Assessment Criteria

Outcome 1. be able to organise transport

The learner can:

- 1.1 access and use information in relation to:
 - types of loads to be transported
 - time of delivery/collection
 - place of delivery/collection
 - any special delivery/collection requirements
 - any limitations or constraints applicable to the load or route
 - route planning
 - health, safety and environment.
- 1.2 arrange collection and delivery of loads on a priority basis
- 1.3 selection of appropriate vehicle
- 1.4 follow instructions in relation to the transportation of the load according to organisational procedures
- 1.5 carry out checks on the suitability of the vehicle and the driver for the type of load to be transported
- 1.6 maintain records according to organisational procedures.

Outcome 2. understand the organisation of the transportation of loads

The learner can:

- 2.1 describe the types of loads to be moved and their characteristics
- 2.2 explain the organisational policies and procedures in relation to the safe and efficient organisation of transport
- 2.3 explain the environmental, economic, and efficiency issues in relation to the loads and modes of transport used
- 2.4 outline the requirements of relevant legislation, regulation and codes of practice including:
 - weights and measures.
 - driver's hours.
 - driver's licence regulations.
 - vehicle operators licensing requirements.
 - waste handling requirements.
 - environmental constraints.
- 2.5 explain the organisational policies and procedures in the event of:
 - suitable transport being unavailable.
 - routing or scheduling cannot be achieved in accordance with organisational or regulatory requirements.
 - transport breakdown.
 - accidents or incidents.
 - transport or operator not conforming to requirements for safe efficient operation.

Level: 3
Credit value: 4
UAN: L/602/1382

Unit aim

This unit defines the competences required to ensure waste materials are treated effectively. It involves monitoring and controlling the processing of different types of waste and using equipment safely and effectively. It requires problems to be identified quickly when they arise and resolving them as quickly as possible to minimise disruption to the treatment operation (processes).

Learning outcomes

There are **eight** learning outcomes to this unit. The learner will:

1. be able to prepare equipment and materials to treat waste
2. be able to monitor and control waste process operations
3. be able to shut down the processing operations
4. be able to use and communicate data and information connected with waste process operations
5. be able to resolve problems which arise from running waste process operations
6. understand the regulation procedures and requirements for overseeing waste process operations
7. understand the specific regulation procedures and requirements for overseeing waste process operations
8. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **8** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO25.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 309 Oversee waste progress operations

Assessment Criteria

Outcome 1. be able to prepare equipment and materials to treat waste

The learner can:

- 1.1 check the process equipment complies with operational requirements before processing is started.
- 1.2 check equipment and materials to be used for processing are fully serviceable and ready for safe use in accordance with operational procedures.
- 1.3 check workplace safety equipment is available, and functioning correctly, before processing is started.
- 1.4 select and use the designated personal protective equipment (PPE) in accordance with operational procedures.
- 1.5 check the work area and equipment is maintained, clean and prepared in order to start processing safely.
- 1.6 follow start up procedures in line with operational procedures.

Outcome 2. be able to monitor and control waste process operations

The learner can:

- 2.1 check the work area is left in a clean, safe and serviceable condition on completion of processing activity.
- 2.2 follow shut down procedures in line with operational procedures.
- 2.3 shut the process down safely in the event of any accident, incident, major failure of equipment or other emergency.

Outcome 3. be able to shut down the processing operations

The learner can:

- 3.1 conform to all operational procedures for the job.
- 3.2 comply with operational guidelines for maintaining safety and security around the processing area.
- 3.3 monitor the work process to ensure it conforms to quality control measures.
- 3.4 adjust the process controls to ensure operations remain within specification.
- 3.5 confirm the waste and other products of the process meet specifications in full compliance with operational requirements.

Outcome 4. be able to use and communicate data and information connected with waste process operations

The learner can:

- 4.1 follow operational procedures to inform team members and other people in the vicinity when an operation is ready to start or be handed over.
- 4.2 verify the detail in the documentation received with the waste is correct before the waste is processed.
- 4.3 record waste processing information in line with acceptance procedures and confirm the waste acceptance criteria are met.
- 4.4 report abnormalities in received waste or its documentation by bringing them to the attention of the designated person.
- 4.5 record and report the presence of any unacceptable waste in accordance with operational requirements.
- 4.6 report non-conformances of waste to the designated person.
- 4.7 complete all documentation for the processing and dispatch of waste consignments, and check the details are correct for the waste to be despatched.
- 4.8 pass on information to other people where it is needed for other purposes.
- 4.9 record, and report, defects in equipment, failure to meet processing requirements, accidents or other incidents in accordance with operational procedures.
- 4.10 check processing records for quality assurance purposes are stored securely.

Outcome 5. be able to resolve problems which arise from running waste process operations

The learner can:

- 5.1 take steps to reconcile differences between delivery documentation and wastes received before starting process operations.
- 5.2 arrange for minor faults to be put right quickly in order to minimise disruption to processing schedules.
- 5.3 take steps, immediately, to deal with the spillage of waste and any release of contamination to the environment.
- 5.4 alert people, promptly, to emergencies and accidents which arise on the work site.
- 5.5 follow operational procedures promptly when dealing with accidents which result in personal injury or contamination of people.
- 5.6 check that unsafe behaviour is avoided in accordance with the responsibilities of the job role and workplace procedures.
- 5.7 refer matters that affect the integrity of the process, or which pose a health and safety risk, that are outside the responsibility of the job role.

Outcome 6. understand the regulation procedures and requirements for overseeing waste process operations

The learner can:

- 6.1 describe appropriately the classifications and types of waste.
- 6.2 describe appropriately the potential hazards associated with different wastes.
- 6.3 describe appropriately details of operational procedures and documentation.
- 6.4 describe appropriately operational procedures and why it is important to comply with them.
- 6.5 determine how to identify work-related hazards and risks.
- 6.6 determine how to deal constructively with colleagues and other people and resolve disagreements.
- 6.7 determine how to use personal protective equipment (PPE) in line with operational procedures.
- 6.8 determine the limits of the job responsibility when communicating with others.

Outcome 7. understand the specific regulation procedures and requirements for overseeing waste process operations

The learner can:

- 7.1 describe appropriately control measures and precautions to be used in handling wastes and treatment materials.
- 7.2 describe appropriately the specifications for treated waste product and how to deal with variations from those specifications.
- 7.3 describe appropriately the differences between batch waste treatment processes and continuous waste treatment processes.
- 7.4 describe appropriately the procedures for dealing with outputs and residues.
- 7.5 describe appropriately the procedures for checking process equipment.
- 7.6 describe appropriately the methods which can be used to monitor the treatment process.
- 7.7 describe appropriately the quality control parameters for the treatment processes.
- 7.8 describe appropriately the methods of process adjustment to meet specification range.
- 7.9 describe appropriately the approved methods of sampling from the treatment process.
- 7.10 describe appropriately the procedures for dealing with spillages.
- 7.11 determine the importance of ensuring the people carrying out the process are trained or qualified to do it.
- 7.12 determine the hazards associated with wastes and treatment processes.
- 7.13 determine how to check and confirm that documentation matches the wastes and materials to which it refers.
- 7.14 determine how to deal with cases of non compliance of waste.
- 7.15 determine the importance of hygiene, safety and maintaining good housekeeping practices and standards.
- 7.16 determine how to use emergency stop procedures.
- 7.17 determine the importance of emergency shutdown procedures and how to use them.

Outcome 8. be able to work in a manner which underpins effective performance

The learner can:

- 8.1 recognise and act when others need support.
- 8.2 take responsibility for resolving problems in their work area.

Unit 310

Revise planned waste transport operations

Level: 3
Credit value: 8
UAN: J/602/1378

Unit aim

This unit is about responding to changes to the planned transport route due to unforeseen circumstances such as road closures or accidents.

Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

1. be able to revise the planned transportation of waste loads
2. be able to use and communicate data and information for maintaining the waste transport operation
3. be able to resolve problems which affect the transportation of waste
4. understand the regulation procedures and requirements for revising planned waste transport operations
5. understand the specific regulation procedures and requirements for revising planned waste transport operations
6. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **80** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO21.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 310 Revise planned waste transport operations

Assessment Criteria

Outcome 1. be able to revise the planned transportation of waste loads

The learner can:

- 1.1 amend the routing and scheduling information needed for transporting the loads.
- 1.2 arrange for alternative uplifts where necessary
- 1.3 determine the availability of drivers, and the suitability of vehicles & equipment required to transport the load safely and efficiently
- 1.4 provide updates to authorised personnel with regards to the routes and operating schedules they have revised
- 1.5 check that the revised transport operation complies with all regulations and guidelines.

Outcome 2. be able to use and communicate data and information for maintaining the waste transport operation

The learner can:

- 2.1 prepare and issue all documentation required to accompany the load and make it ready for issue to the driver
- 2.2 record details of agreements made for waste uplifts in accordance with operational procedures and organisational requirements.
- 2.3 check that records about the driver, vehicle, and equipment allocated for each uplift are completed and processed and stored in accordance with organisational procedures
- 2.4 record any incidents, accidents, or events that arise during, or access restrictions that prevent the planned transport operation
- 2.5 check that uplift and transport documents required for legal compliance and quality assurance purposes are stored securely
- 2.6 record useful information about uplift sites and any restrictions affecting vehicle access for use in planning future uplifts
- 2.7 arrange for drivers to notify them by telephone of any circumstances that interfere with their ability to meet the schedule for any uplift.

Outcome 3. be able to resolve problems which affect the transportation of waste

The learner can:

- 3.1 notify uplift site personnel if the planned uplift cannot take place on schedule
- 3.2 reschedule any delayed uplift and subsequent uplifts affected by a delay
- 3.3 advise drivers about adverse traffic or access problems notified to them before they leave or by telephone when they are in transit
- 3.4 arrange for assistance to be sent out to any vehicle that is disabled whilst carrying out the scheduled operation.

Outcome 4. understand the regulation procedures and requirements for revising planned waste transport operations

The learner can:

- 4.1 describe appropriately details of work schedules and working procedures
- 4.2 describe appropriately organisational policies and why it is important to comply with them.
- 4.3 determine the different types of waste
- 4.4 determine the potential hazards of waste
- 4.5 determine how to identify work-related hazards and difficulties
- 4.6 determine how to deal with disagreements with colleagues
- 4.7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 4.8 determine what information they are allowed to pass on to other people.

Outcome 5. understand the specific regulation procedures and requirements for revising planned waste transport operations

The learner can:

- 5.1 describe appropriately the legal regulations, organisational procedures and codes of practice for the transport of waste & the operation of vehicles on the public highway
- 5.2 describe appropriately the characteristics of loads to be transported
- 5.3 describe appropriately the records and data that need to be kept to comply with organisational requirements
- 5.4 describe appropriately the principles of effective time and resource management for routing and scheduling waste transport operations.
- 5.5 determine how to recognise the interrelationship of staff availability, drivers' hours, weather, traffic regulations, vehicle availability & suitability, traffic flows, and site access conditions when revising transport schedules
- 5.6 determine how to contact customers and arrange for rescheduled uplifts
- 5.7 determine how to access information to meet the responsibilities of their job
- 5.8 determine how to transmit operational information to drivers, colleagues and customers.

Outcome 6. be able to work in a manner which underpins effective performance

The learner can:

- 6.1 recognise and act when others need support
- 6.2 take responsibility for resolving problems in their work area.

Unit 311

Store waste and operating materials within a waste management facility

Level: 3
Credit value: 7
UAN: D/602/1368

Unit aim

This unit defines the competence required when working in an operational role in a waste management facility. It requires ensuring the waste materials and are dealt with and stored according to organisational requirements. It involves working safely and making sure any documentation is used and dealt with according to organisational requirements

Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. be able to sort and store waste and operating materials
2. be able to monitor and maintain storage conditions
3. be able to use and communicate data and information
4. be able to resolve problems from storing waste and operating materials
5. understand the regulation procedures and requirements for storing waste and operating materials within a waste management facility
6. understand the specific regulation procedures and requirements for storing waste and operating materials within a waste management facility
7. be able to work in a manner which underpins effective performance

Guided learning hours

It is recommended that **70** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

Unit developed from WO18.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 311 Store waste and operating materials within a waste management facility

Assessment Criteria

Outcome 1. be able to sort and store waste and operating materials

The learner can:

- 1.1 wear and use personal protective equipment (PPE) in line with operational procedures.
- 1.2 use the equipment specified for the job to sort waste and operating materials.
- 1.3 use equipment specified for the job to move waste and operating materials.
- 1.4 sort, store, and label waste and materials according to their nature.
- 1.5 check and confirm the storage area is clean and tidy after movement of waste or materials.

Outcome 2. be able to monitor and maintain storage conditions

The learner can:

- 2.1 maintain the safety and security of the storage facility areas throughout the working day.
- 2.2 ensure the storage facility areas are kept clean and tidy throughout the working day.

Outcome 3. be able to use and communicate data and information

The learner can:

- 3.1 check all necessary documentation is complete and up-to-date.
- 3.2 keep and maintain records of work activities so they can be used by others for quality assurance and audit purposes.
- 3.3 follow all procedures where they are a lone worker.
- 3.4 follow all procedures connected with the work requirements to maintain the quality of the organisation's work.

Outcome 4. be able to resolve problems from storing waste and operating materials

The learner can:

- 4.1 report any equipment defects and take steps to correct them as permitted by operational procedures.
- 4.2 report any problems in storage conditions to the designated person.
- 4.3 report problems and take steps to resolve them within the limits of the responsibility of the job role.
- 4.4 advise colleagues or managers where situations need them to intervene.
- 4.5 resolve situations which are outside the job role responsibility by referring them to the designated person.

Outcome 5. understand the regulation procedures and requirements for storing waste and operating materials within a waste management facility

The learner can:

- 5.1 describe appropriately details of operational procedures and documentation.
- 5.2 describe appropriately operational procedures and why it is important to comply with them.
- 5.3 determine the classifications and types of waste.
- 5.4 determine the potential hazards associated with different wastes.
- 5.5 determine how to identify work-related hazards and risks.
- 5.6 determine how to deal constructively with colleagues and other people and resolve disagreements.
- 5.7 determine how to use personal protective equipment (PPE) in line with operational procedures.
- 5.8 determine the limits of the job responsibility when communicating with others.

Outcome 6. understand the specific regulation procedures and requirements for storing waste and operating materials within a waste management facility

The learner can:

- 6.1 label waste, when required.
- 6.2 maintain safety and security of storage.
- 6.3 identify defects and correct them where permissible.
- 6.4 determine the requirements for keeping the storage facilities area clean and tidy.
- 6.5 determine environmental requirements related to storage.
- 6.6 determine storage facilities location and layout.
- 6.7 determine operational procedures for storage.
- 6.8 determine implications of relevant legislation to sorting and storing waste and operating materials.

Outcome 7. be able to work in a manner which underpins effective performance

The learner can:

- 7.1 recognise and act when others need support
- 7.2 take responsibility for resolving problems in their work area.

Unit 401

Review the quality of customer service

Level: 4
Credit value: 8
UAN: J/601/1238

Unit aim

People managing customer service need to know how effectively it is being delivered. Without this information, they have no way of knowing if their customers are satisfied and are likely to remain loyal. They also need to know what to do to improve customer service to meet and exceed customer expectations. This unit is about planning how the learner can measure standards of customer service by collecting and analysing information. The learner must develop conclusions and recommendations and then report their findings to relevant people.

Most of all, this unit is about approaching the review of customer service quality systematically and making full use of the findings.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. be able to plan how to measure customer service
2. be able to collect and analyse information on customer service
3. understand how to review the quality of customer service

Guided learning hours

It is recommended that **53** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit directly relates to Unit B14 of the Customer Service NOS 2010.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 401 Review the quality of customer service

Assessment Criteria

Outcome 1. be able to plan how to measure customer service

The learner can:

- 1.1 identify the features of customer service delivery that affect customer satisfaction
- 1.2 plan how they will monitor the features of customer service delivery that affect customer satisfaction
- 1.3 plan how they will analyse the information they have collected.

Outcome 2. be able to collect and analyse information on customer service

The learner can:

- 2.1 implement their plans for monitoring customer service processes and outcomes
- 2.2 analyse the monitoring information they have collected
- 2.3 compare the conclusions of their analysis with the criteria they identified
- 2.4 adapt their plans if the agreed methods of collecting and analysing information are not proving effective
- 2.5 communicate the results of their measurement of customer service to colleagues
- 2.6 agree actions to improve customer service that result from their measurements and analysis.

Outcome 3. understand how to review the quality of customer service

The learner can:

- 3.1 explain the importance of measuring the quality of customer service
- 3.2 explain which aspects of the customer service process affect customer satisfaction
- 3.3 explain how to select the criteria they will use for measurement of customer service
- 3.4 explain how to construct representative samples
- 3.5 describe the types of information collection methods they could use
- 3.6 describe methods of analysing information on the quality of service
- 3.7 explain how to identify recommendations that flow from their measurement of customer service
- 3.8 explain the procedures for making recommendations on customer service improvements within their organisation.

Unit 402

Support learning and development within own area of responsibility

Level: 4
Credit value: 5
UAN: M/600/9676

Unit aim

This unit is about supporting colleagues in identifying their learning needs and helping to provide opportunities to address these needs. Encouraging colleagues to take responsibility for their own learning is an aspect of this unit as is your role in providing an 'environment', for example, in your team or area of responsibility, in which learning is valued. For the purposes of this unit, 'colleagues' means those people for whom you have line management responsibility.

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. be able to identify the learning needs of colleagues in own area of responsibility
2. understand how to develop a learning environment in own area of responsibility
3. be able to support colleagues in learning and its application
4. be able to evaluate learning outcomes and future learning and development of colleagues

Guided learning hours

It is recommended that **25** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit directly relates to the national occupational standard D7 which belongs to the MSC – the standards setting body for management and leadership.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 402 Support learning and development within own area of responsibility

Assessment Criteria

Outcome 1. be able to identify the learning needs of colleagues in own area of responsibility

The learner can:

- 1.1 identify gaps between requirements of colleagues' current or future work roles and their existing knowledge, understanding and skills
- 1.2 prioritise learning needs of colleagues
- 1.3 produce personal development plans for colleagues in own area of responsibility.

Outcome 2. understand how to develop a learning environment in own area of responsibility

The learner can:

- 2.1 explain the benefits of continual learning and development
- 2.2 explain how learning opportunities can be provided for own area of responsibility

Outcome 3. be able to support colleagues in learning and its application

The learner can:

- 3.1 identify information, advice and guidance to support learning
- 3.2 communicate to colleagues to take responsibility for their own learning
- 3.3 explain to colleagues how to gain access to learning resources
- 3.4 support colleagues to practise and reflect on what they have learned.

Outcome 4. be able to evaluate learning outcomes and future learning and development of colleagues

The learner can:

- 4.1 examine with each colleague, whether the learning activities undertaken have achieved the desired outcomes
- 4.2 support colleagues when updating their personal development plan

Unit 520** Participate in meetings

This unit has replaced unit 220. Learners registered before 1st July 2017 should use unit 220. Learners registered after 1st July 2017 should use this unit.

Level: 2
Credit value: 2
UAN: A/615/8561

Unit aim

This unit is about participating in meetings in an active and constructive way. It involves preparation before the meeting, perhaps researching information, consulting with others and clarifying your own objectives and opinions on the various agenda items. It also involves taking a positive stance within the meeting, presenting information and opinions clearly and concisely and acknowledging and building on the contributions of others, in order to arrive at the meeting's objectives. After the meeting, it may be necessary to communicate decisions to other people, in line with any protocol agreed at the meeting.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. be able to prepare for a meeting
2. be able to participate in a meeting
3. be able to communicate information to relevant stakeholders

Guided learning hours

It is recommended that **10** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit directly relates to national occupational standard D12 belongs to the MSC – the standards setting body for management and leadership.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 520 Participate in meetings**

Assessment Criteria

Outcome 1. be able to prepare for a meeting

The learner can:

- 1.1 explain meeting objectives prior to the meeting
- 1.2 identify own role and prepare as necessary

Outcome 2. be able to participate in a meeting

The learner can:

- 2.1 contribute to meeting discussions using evidence to support own opinions
- 2.2 acknowledge other viewpoints presented at a meeting
- 2.3 seek clarification or confirmation of own understanding of outcomes

Outcome 3. be able to communicate information to relevant stakeholders

The learner can:

- 3.1 communicate information from the meeting to those who have an interest, in line with any organisational protocol

Unit 602** Plan, allocate and monitor work of a team

This unit has replaced unit 302. Learners registered before 1st July 2017 should use unit 302. Learners registered after 1st July 2017 should use this unit.

Level: 3
Credit value: 5
UAN: F/615/8562

Unit aim

This unit is about ensuring that the work required of your team is effectively and fairly allocated amongst team members. It also involves checking on the progress and quality of the work of team members to ensure that the required level or standard or performance is being met.

Learning outcomes

There are **five** learning outcomes to this unit. The learner will:

1. be able to plan work for a team
2. be able to allocate work across a team
3. be able to manage team members to achieve objectives
4. be able to monitor and evaluate the performance of team members
5. be able to improve the performance of a team

Guided learning hours

It is recommended that **25** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit directly links to D5 which belongs to the MSC – the standards setting body for management and leadership.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

This unit is assessed by portfolio.

Unit 602 Plan, allocate and monitor work of a team**

Assessment Criteria

Outcome 1. be able to plan work for a team

The learner can:

- 1.1 agree team objectives with own manager
- 1.2 develop a plan for a team to meet agreed objectives, taking into account capacity and capabilities of the team.

Outcome 2. be able to allocate work across a team

The learner can:

- 2.1 discuss team plans with a team
- 2.2 agree work allocation and SMART (Specific, Measurable, Achievable, Realistic and Time bound) objectives with team members
- 2.3 agree standard of work required by team

Outcome 3. be able to manage team members to achieve objectives

The learner can:

- 3.1 support all team members in order to achieve team objectives

Outcome 4. be able to monitor and evaluate the performance of team members

The learner can:

- 4.1 assess team members work against agreed standards and objectives
- 4.2 identify and monitor conflict within a team
- 4.3 identify causes for team members not meeting team objectives

Outcome 5. be able to improve the performance of a team

The learner can:

- 5.1 identify ways of improving team performance
- 5.2 provide constructive feedback to team members to improve their performance
- 5.3 implement identified ways of improving team performance

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** information on how to register for GOLA/e-volve assessments.

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Registrations/enrolment, Certificates, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, GOLLA, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: feedbackandcomplaints@cityandguilds.com

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)844 543 0000
F +44 (0)20 7294 2413
www.cityandguilds.com

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