

Level 1 Diploma in Recycling Activities (0748-10)



Qualification handbook for centres

Collection Pathway

Reception and Processing Pathway

Waste Electrical and Electronic Equipment (WEEE) Pathway

www.cityandguilds.com
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Qualification handbook for centres

Version and date	Change detail	Section
1.2 Oct 2011	Amendment of rules of combination description	Qualification structure
1.3 August 2017	Added TQT details	Introduction to qualification, Structure
	Deleted QCF	Throughout

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1 Introduction to the qualification

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

Qualification title and level	Level 1 Diploma in Recycling Activities
GLH	380
TQT	380
City & Guilds qualification number	0748-10
Qualification accreditation number	600/1536/6
Last registration date	Consult the Walled Garden/Online Catalogue for last dates
Last certification date	Consult the Walled Garden/Online Catalogue for last dates

The Waste Management and Recycling industries are rapidly changing in response to Government initiatives to reduce the amount of waste going to landfill, and the associated emissions of greenhouse gases. New technologies and new processes are being developed that require the up-skilling of existing employees. In addition, the sector needs to attract new staff in order to meet the challenges set by the Government.

The City & Guilds Level 1 Diploma in Recycling Activities is suitable for learners beginning their career in a recycling facility, and for existing employees that wish to accredit their existing skills and have proof of occupational competence. The qualification allows candidates to learn, develop and practice the skills required for employment in this sector, and progression to City & Guilds Level 2 and 3 Diplomas in Sustainable Recycling activities enables them to move into more senior positions in the industry.

The qualifications were developed in collaboration with the Sector Skills Council EU Skills.

1.1 Qualification structure

To achieve the **Level 1 Diploma in Recycling Activities** learners must adhere to the rules of their chosen pathway.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
Collection Pathway (learners must complete all mandatory units and a minimum of 2 credits from the optional units)				
D/502/6219	102	Working safely in the recycling industry	Mandatory	7
J/502/6215	104	Environmental protection within the recycling industry	Mandatory	3
K/602/0918	105	Collect recyclables and other materials	Mandatory	5
L/502/6216	106	Maintain standards of service during	Mandatory	5

		recycling activities		
R/602/2078	108	Manual handling, lifting and moving of loads in a waste environment	Mandatory	2
Y/502/6218	111	Maintain effective working relationships in the recycling industry	Mandatory	7
Y/602/0915	112	Assist in the safe operation of work vehicles during recycling operations	Mandatory	3
T/602/0887	216	Communicate with the public and others on recycling activities	Mandatory	3
Y/602/1076	219	Loading a waste transport vehicle	Mandatory	2
D/602/0916	103	Dispatch recyclables and other materials	Optional	5
R/502/6220	107	Sort and prepare recyclables and other materials for processing	Optional	8
T/502/6243	109	Comply with procedure to maintain security of facilities, equipment and materials within the recycling industry	Optional	4
M/602/0886	212	Encourage recycling services through promotion	Optional	2
A/602/0907	304	Select and use containers for recyclables and other materials	Optional	6

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
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Reception and Segregation Pathway (learners must complete **all mandatory** units and a minimum of **2 credits** from the **optional** units)

D/502/6219	102	Working safely in the recycling industry	Mandatory	7
J/502/6215	104	Environmental protection within the recycling industry	Mandatory	3
L/502/6216	106	Maintain standards of service during recycling activities	Mandatory	5
R/502/6220	107	Sort and prepare recyclables and other materials for processing	Mandatory	8
R/602/2078	108	Manual handling, lifting and moving of loads in a waste environment	Mandatory	2
T/602/0923	110	Prepare plant and equipment for processing recyclables and other materials	Mandatory	3
Y/502/6218	111	Maintain effective working relationships in the recycling industry	Mandatory	7
H/602/0917	206	Operate equipment for processing of recyclables and other materials	Mandatory	8
R/602/0914	215	Clean and maintain facilities and equipment for the processing of recyclables and other materials	Mandatory	3
A/602/0924	101	Assist in the maintenance of plant and	Optional	5

		equipment for processing recyclables and other materials		
D/602/0916	103	Dispatch recyclables and other materials	Optional	5
T/502/6243	109	Comply with procedure to maintain security of facilities, equipment and materials within the recycling industry	Optional	4
Y/602/0915	112	Assist in the safe operation of work vehicles during recycling operations	Optional	3
M/602/0886	212	Encourage recycling services through promotion	Optional	2
M/602/0922	213	Operate and shut down processing plant	Optional	7
T/602/0887	216	Communicate with the public and others on recycling activities	Optional	3

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
Waste Electrical and Electronic Equipment (WEEE) Pathway (learners must complete all mandatory units and a minimum of 14 credits from a minimum of 5 optional units)				
D/502/6219	102	Working safely in the recycling industry	Mandatory	7
J/502/6215	104	Environmental protection within the recycling industry	Mandatory	3
L/502/6216	106	Maintain standards of service during recycling activities	Mandatory	5
R/602/2078	108	Manual handling, lifting and moving of loads in a waste environment	Mandatory	2
Y/502/6218	111	Maintain effective working relationships in the recycling industry	Mandatory	7
A/602/0924	101	Assist in the maintenance of plant and equipment for processing recyclables and other materials	Optional	5
D/602/0916	103	Dispatch recyclables and other materials	Optional	5
K/602/0918	105	Collect recyclables and other materials	Optional	5
R/502/6220	107	Sort and prepare recyclables and other materials for processing	Optional	8
T/502/6243	109	Comply with procedure to maintain security of facilities, equipment and materials within the recycling industry	Optional	4
T/602/0923	110	Prepare plant and equipment for processing recyclables and other materials	Optional	3
Y/602/0915	112	Assist in the safe operation of work vehicles during recycling operations	Optional	3
H/602/0917	206	Operate equipment for processing of recyclables and other materials	Optional	8

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
M/602/0886	212	Encourage recycling services through promotion	Optional	2
M/602/0922	213	Operate and shut down processing plant	Optional	7
R/602/0914	215	Clean and maintain facilities and equipment for the processing of recyclables and other materials	Optional	3
T/602/0887	216	Communicate with the public and others on recycling activities	Optional	3

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 1 Diploma in Recycling Activities	380	380

1.2 Opportunities for progression

On completion of this qualification candidates may progress into employment or to the following City and Guilds qualifications:

- Level 2 Diploma for Sustainable Recycling Activities

Candidates who enjoy leading teams of people at work could 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 also provides the following publications and resources specifically for this qualification:

Description	How to access
Candidate logbook	www.cityandguilds.com

2 Centre requirements

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

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the qualification Level 1 NVQ in Recycling Operations – Segregation and Collection/Transfer (0738-01), Level 1 NVQ in Recycling Operations – Receipt/Reception and Processing (0738-11) or Level 1 NVQ in Recycling Operations – (0738-12) will receive automatic approval to run the new Level 1 Diploma in Recycling Activities (0748-10).

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, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. 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 Ofqual Register. www.register.ofqual.gov.uk

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

Assist in the maintenance of plant and equipment for processing recyclables and other materials

Level: 1
Credit value: 5
UAN: A/602/0924

Unit aim

This unit is designed for the learner to demonstrate competence in contributing to the maintenance and preparation of plant and equipment for processing recyclables and other materials. The learner must ensure that cleaning and maintenance are carried out safely and in accordance with approved procedures and practices. The learner must also report any faults.

Learning outcomes

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

1. Be able to carry out maintenance on plant and equipment
2. Be able to report and act upon problems that could affect the safe working environment
3. Be able to work in a manner which underpins effective performance
4. Understand the regulations, procedures and requirements for recycling
5. Know how to maintain a safe working environment
6. Know how to assist in the maintenance of 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

This unit is linked to the NOS RA1.12.

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 101 Assist in the maintenance of plant and equipment for processing recyclables and other materials

Assessment Criteria

Outcome 1 Be able to carry out maintenance on plant and equipment

The learner can:

1. wear and use personal protective equipment in accordance with approved procedures and practices.
2. make sure that the work to be done has been described clearly and is understood before the work starts.
3. report damaged or faulty equipment, and replace worn or defective parts within the limits of your authority.
4. make sure the work area and equipment are cleaned as required.
5. report risks and hazards.
6. use cleaning materials in accordance with instructions and approved procedures and practices.
7. deal with waste in accordance with approved procedures and practices.

Outcome 2 Be able to report and act upon problems that could affect the safe working environment

The learner can:

1. describe how to identify problems with machinery, equipment, and materials.
2. report unsafe plant, equipment and hazardous situations to the correct person.
3. provide accurate health and safety information to others in accordance with approved procedures and practices.
4. take action, within own area of responsibility, where incidents could affect the safe working environment.
5. resolve routine problems within own area of responsibility.
6. refer matters outside own responsibility to the correct person.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. demonstrate vigilance for potential risks and hazards.
2. demonstrate awareness of the effects of maintenance and preparation of plant and equipment for processing recyclables and other materials. The learner must ensure that cleaning and maintenance are carried out safely and in accordance with approved procedures and practices. The learner must also report any faults.

Outcome 4 Understand the regulations, procedures and requirements for recycling

The learner can:

1. describe the main responsibilities of both the employer and employee under the 'Health and Safety at Work Act 1974'.

2. explain the procedures for handling hazardous materials.
3. state the organisational accident and incident recording and reporting procedures.

Outcome 5 Know how to maintain a safe working environment

The learner can:

1. state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and sorted after use.
2. describe the organisational and regulatory requirements of reporting accidents and incidents.

Outcome 6 Know how to assist in the maintenance of plant and equipment

The learner can:

1. explain the procedures for maintaining and preparing process equipment.
2. describe the detail of the process and function of the equipment being maintained.
3. explain the components needing special treatment and the nature of that treatment.
4. state the items needing dismantling prior to cleaning and maintenance, and reassembly.
5. explain how to clean and maintain tools and equipment.
6. describe how to identify plant and equipment potentially unsuitable for use.
7. explain the process for dealing with unserviceable equipment.
8. describe how to select appropriate cleaning materials and use them correctly.
9. describe the standards of cleanliness required for plant and equipment.
10. describe the procedures for the safe disposal of residue.
11. explain the procedures for requesting further assistance.

Level: 1
Credit value: 7
UAN: D/502/6219

Unit aim

This unit is designed for the learner to demonstrate competence in assisting towards the maintenance of a safe working environment for themselves and others whilst working on recycling activities. The learner must ensure they wear the correct personal protective equipment and comply with approved procedures and practices at all times. The learner must also report and accidents and incidents.

Learning outcomes

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

1. Carry out work operations in accordance with regulations, procedures and practices
2. Report and act upon problems that could affect the safe working environment.
3. Work in a manner which underpins effective performance.
4. Understand the regulations, procedures and requirements for recycling
5. Know how to maintain a safe working environment

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

This unit is linked to the NOS RA1.1.

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 102 Work safely in the recycling industry

Assessment Criteria

Outcome 1 Carry out work operations in accordance with regulations, procedures and practices

The learner can:

1. select, wear and use the correct personal protective equipment in accordance with approved procedures and practices.
2. report unsafe operating conditions promptly and in line with company procedures and practices.
3. keep own work area clean and tidy.
4. recognise and report risks and hazards to self and other persons in own area of responsibility.

Outcome 2 Report and act upon problems that could affect the safe working environment.

The learner can:

1. recognise problems with machinery, equipment and materials.
2. report unsafe plant, equipment and hazardous situations to the correct person.
3. take action, within own area of responsibility, where incidents could affect the safe working environment.
4. inform appropriate person of routine problems within own area of responsibility.
5. refer matters outside own responsibility to the correct person.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. demonstrate vigilance for potential risks and hazards.
2. demonstrate awareness of the effects of own actions.

Outcome 4 Understand the regulations, procedures and requirements for recycling

The learner can:

1. state the fundamental responsibilities of both the employer and employee under the 'Health and Safety Regulations.
2. explain the procedures for handling hazardous materials.
3. state the organisational accident and incident recording and reporting procedures.

Outcome 5 Know how to maintain a safe working environment

The learner can:

1. state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and sorted after use.

Level: 1
Credit value: 5
UAN: D/602/0916

Unit aim

This unit is designed for the learner to demonstrate competence in dispatching recyclables and other materials whilst working under supervision. The learner must be able to identify recyclables and other materials to ensure they comply with any documentation and dispatch them following approved procedures and practices.

Learning outcomes

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

1. Be able to identify and dispatch recyclables and other materials in line with procedures and practices
2. Be able to report and act upon problems that could affect the safe working environment
3. Be able to work in a manner which underpins effective performance
4. Understand the regulations, procedures and requirements for recycling
5. Know how to maintain a safe working environment
6. Know how to dispatch recyclables and other materials

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

This unit is linked to the NOS RA1.7.

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 103 Despatch recyclables and other materials

Assessment Criteria

Outcome 1 Be able to identify and dispatch recyclables and other materials in line with procedures and practices

The learner can:

1. select, wear and use correct personal protective equipment in accordance with approved procedures and practices.
2. identify and prepare the recyclables and other materials to be dispatched.
3. make sure that information needed by the recipient is available
4. follow approved procedures and practices to carry out the handover of recyclable and other materials.

Outcome 2 Be able to report and act upon problems that could affect the safe working environment

The learner can:

1. describe how to identify problems with machinery, equipment and materials.
2. report unsafe plant, equipment and hazardous situations to the correct person.
3. provide accurate health and safety information to others in accordance with approved procedures and practices.
4. take action, within own area of responsibility, where incidents could affect the safe working environment.
5. resolve routine problems within own area of responsibility.
6. refer matters outside own responsibility to the correct person.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. demonstrate vigilance for potential risks and hazards.
2. demonstrate awareness of the effects of own actions.

Outcome 4 Understand the regulations, procedures and requirements for recycling

The learner can:

1. describe the main responsibilities of both the employer and employee under the 'Health and Safety at Work Act 1974'.
2. explain the procedures for handling hazardous materials.
3. state the organisational accident and incident recording and reporting procedures.

Outcome 5 Know how to maintain a safe working environment

The learner can:

1. state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and sorted after use.
2. describe the organisational and regulatory requirements of reporting accidents and incidents.

Outcome 6 Know how to dispatch recyclables and other materials

The learner can:

1. explain the instructions for preparing recyclables and other materials to be dispatched.
2. explain how to identify non-compliance of recyclables and other materials being dispatched.
3. describe the nature and hazards of recyclable materials.
4. describe the approved procedures and practices for dispatching recyclables and other materials.
5. explain the documentation and recording procedures for dispatching recyclables and other materials.
6. state the methods of communication with colleagues and others when dispatching recyclables and other materials.

Unit 104

Environmental protection within the recycling industry

Level: 1
Credit value: 3
UAN: J/502/6215

Unit aim

This unit is designed for the learner to demonstrate competence in contributing to the protection of the environment during recycling activities. The learner must take steps to minimise harm to the environment and complete tasks and activities in a way that causes as little impact or disturbance as possible.

Learning outcomes

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

1. Work in a way that minimises environmental impact
2. Report and act upon problems that could affect the safe working environment.
3. Work in a manner which underpins effective performance.
4. Understand the regulations, procedures and requirements for recycling
5. Know how to maintain a safe working environment
6. Know how to work in a way that minimises environmental impact

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 is linked to the NOS RA1.4.

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 104 Environmental protection within the recycling industry

Assessment Criteria

Outcome 1 Work in a way that minimises environmental impact

The learner can:

1. operate equipment and use materials so as to minimise environmental impact.
2. carry out work in a manner that minimises impact to the environment and in accordance with approved procedures and practices.
3. identify environmental incidents and take action within own area of responsibility.

Outcome 2 Report and act upon problems that could affect the safe working environment.

The learner can:

1. recognise problems with machinery, equipment and materials.
2. report unsafe plant, equipment and hazardous situations to the correct person.
3. take action, within own area of responsibility, where incidents could affect the safe working environment.
4. inform appropriate person of routine problems within own area of responsibility.
5. refer matters outside own responsibility to the correct person.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. demonstrate vigilance for potential risks and hazards.
2. demonstrate awareness of the effects of own actions.

Outcome 4 Understand the regulations, procedures and requirements for recycling

The learner can:

1. state the fundamental responsibilities of both the employer and employee under the 'Health and Safety Regulations.
2. explain the procedures for handling hazardous materials.
3. state the organisational accident and incident recording and reporting procedures.

Outcome 5 Know how to work in a way that minimises environmental impact

The learner can:

1. state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and sorted after use.

Outcome 6 Know how to work in a way that minimises environmental impact

The learner can:

1. explain the ways in which equipment and materials should be used in order to minimise environmental impact
2. describe the potential impact of pollution on the environment.
3. explain how to minimise wastage of energy, equipment and materials.

Level: 1
Credit value: 5
UAN: K/602/0918

Unit aim

This unit is designed for the learner to demonstrate competence in assisting in the collection of recyclables and other materials using equipment and procedures suited to the nature of the material. The learner must be able to identify materials that are suitable for recycling and collect them using the correct equipment.

Learning outcomes

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

1. Be able to carry out recycling collections
2. Be able to report and act upon problems that could affect the safe working environment
3. Be able to work in a manner which underpins effective performance
4. Understand the regulations, procedures and requirements for recycling
5. Know how to maintain a safe working environment
6. Understand how to collect recyclable and other materials

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

This unit is linked to the NOS RA1.5

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 105 Collect recyclables and other materials

Assessment Criteria

Outcome 1 Be able to carry out recycling collections

The learner can:

1. identify materials for recycling and those that cannot be recycled in accordance with approved procedures and practices.
2. select, wear and use appropriate personal protective equipment in accordance with approved procedures and practices.
3. make sure information and instructions are understood or ask for an explanation if unclear.
4. leave the collection site clean and safe and take action to report any damage.

Outcome 2 Be able to report and act upon problems that could affect the safe working environment

The learner can:

1. describe how to identify problems with machinery, equipment, and materials.
2. report unsafe plant, equipment and hazardous situations to the correct person.
3. provide accurate health and safety information to others in accordance with approved procedures and practices.
4. take action, within own area of responsibility, where incidents could affect the safe working environment.
5. resolve routine problems within own area of responsibility.
6. refer matters outside own responsibility to the correct person.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. demonstrate vigilance for potential risks and hazards.
2. demonstrate awareness of the effects of own actions.

Outcome 4 Understand the regulations, procedures and requirements for recycling

The learner can:

1. describe the main responsibilities of both the employer and employee under the 'Health and Safety at Work Act 1974'.
2. explain the procedures for handling hazardous materials.
3. state the organisational accident and incident recording and reporting procedures.

Outcome 5 Know how to maintain a safe working environment

The learner can:

1. state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and sorted after use.
2. describe the organisational and regulatory requirements of reporting accidents and incidents.

Outcome 6 Understand how to collect recyclable and other materials

The learner can:

1. explain how to identify different types of recyclable materials.
2. describe the special collection schemes which are available.
3. explain the different types of containers and the handling techniques required.
4. state the reasons why you can or cannot collect certain materials.
5. describe own responsibilities under health and safety and other relevant legislation.
6. explain the importance of working to approved procedures and practices.
7. describe route plans and work schedules and the importance of carrying them out correctly.
8. describe how to provide good customer service.

Unit 106

Maintain standards of service during recycling activities

Level: 1
Credit value: 5
UAN: L/502/6216

Unit aim

This unit is designed for the learner to demonstrate competence in maintaining standards of service whilst working on recycling activities. The learner must understand what can and cannot be passed on to others and be able to communicate with colleagues and others.

Learning outcomes

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

1. Carry out work in accordance with instructions and approved procedures and practices
2. Report and act upon problems that could affect the safe working environment.
3. Work in a manner which underpins effective performance.
4. Understand the regulations, procedures and requirements for recycling
5. Know how to maintain a safe working environment
6. Know how to maintain standards of service

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 is linked to the NOS RA1.3.

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 106 Maintain standards of service during recycling activities

Assessment Criteria

Outcome 1 Carry out work in accordance with instructions and approved procedures and practices

The learner can:

1. ensure behaviour, appearance and clothing meet approved procedures and practices.
2. communicate appropriately with colleagues and others.
3. ensure information given to other persons is authorised, up to date and accurate

Outcome 2 Report and act upon problems that could affect the safe working environment.

The learner can:

1. recognise problems with machinery, equipment and materials.
2. report unsafe plant, equipment and hazardous situations to the correct person.
3. take action, within own area of responsibility, where incidents could affect the safe working environment.
4. inform appropriate person of routine problems within own area of responsibility.
5. refer matters outside own responsibility to the correct person.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. demonstrate vigilance for potential risks and hazards.
2. demonstrate awareness of the effects of own actions.

Outcome 4 Understand the regulations, procedures and requirements for recycling

The learner can:

1. state the fundamental responsibilities of both the employer and employee under the 'Health and Safety Regulations.
2. explain the procedures for handling hazardous materials.
3. state the organisational accident and incident recording and reporting procedures.

Outcome 5 Know how to maintain standards of service

The learner can:

1. state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and sorted after use.

Outcome 6 Know how to maintain standards of service

The learner can:

1. explain work instructions and approved procedures
2. explain the organisational standards of behaviour and appearance, and why they are important.
3. state what information can be passed to others
4. list the range of services carried out by the organisation.
5. describe the importance of working safely
6. describe the procedure for dealing with problems outside own responsibility
7. list different methods of communication to colleagues and others.

Unit 107

Sort and prepare recyclables and other materials for processing

Level: 1
Credit value: 8
UAN: R/502/6220

Unit aim

This unit is designed for the learner to demonstrate competence in contributing to sorting and preparing recyclables and other materials in preparing for processing. The learner must ensure that recyclable materials are the correct quality and must also be able to identify materials which are not suitable for recycling.

Learning outcomes

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

8. Be able to sort and prepare recyclable materials
9. Be able to report and act upon problems that could affect the safe working environment
10. Be able to work in a manner which underpins effective performance
11. Understand the regulations, procedures and requirements for recycling
12. Know how to maintain a safe working environment
13. Know how to sort and prepare recyclable materials

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

This unit is linked to the NOS RA1.11

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 107 Sort and prepare recyclables and other materials for processing

Assessment Criteria

Outcome 1 Carry out work in accordance with instructions and approved procedures and practices

The learner can:

1. make sure that the work to be done is understood before the work starts.
2. identify materials that are suitable for processing.
3. carry out the required sorting and processing methods in accordance with approved procedures.
4. identify materials and unsuitable for processing and deal with them in accordance with approved procedures.
5. deal with residues arising from the sorting and preparation process in accordance with approved procedures.
6. identify hazardous materials and take appropriate action in accordance with approved procedures.
7. make sure of the safety of self and others during the sorting and preparation of materials for processing.
8. wear and use appropriate personal protective equipment in accordance with approved procedures and practices.
9. ask for help promptly when necessary.

Outcome 2 Report and act upon problems that could affect the safe working environment.

The learner can:

1. recognise problems with machinery, equipment, and materials.
2. report unsafe plant, equipment and hazardous situations to the correct person.
3. take action, within own area of responsibility, where incidents could affect the safe working environment.
4. resolve routine problems within own area of responsibility.
5. refer matters outside own responsibility to the correct person.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. demonstrate vigilance for potential risks and hazards.
2. demonstrate awareness of the effects of own actions.

Outcome 4 Understand the regulations, procedures and requirements for recycling

The learner can:

1. describe the fundamental responsibilities of both the employer and employee under the health and safety regulations.
2. explain the procedures for handling hazardous materials.
3. state the organisational accident and incident recording and reporting procedures.

Outcome 5 Know how to maintain standards of service

The learner can:

1. state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and sorted after use.

Outcome 6 Understand how to collect recyclable and other materials

The learner can:

1. explain methods of sorting recyclable materials.
2. describe the process required to recycle materials.
3. explain own role and responsibilities during processing and sorting recyclable materials.
4. explain the reasons certain materials are suitable and others not suitable to be recycled and how to deal with residual material.
5. state the types of materials which may be hazardous to people and the recycling process.

Unit 108

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

This unit is linked to the NOS WO₃8.

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 108 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. describe the process for identifying if loads are safe to move.
2. explain the reasons for planning a route when moving loads.
3. give examples of safe handling techniques.

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

The learner can:

1. describe company guidelines and procedures for safe handling and moving loads.
2. describe the relevant health and safety regulations for the safe handling and movement of loads.
3. give examples of the consequences of using unsafe techniques to self and others.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. select safe and efficient routes for moving items
2. wears assigned personal protection equipment when moving loads
3. use safe and approved handling techniques when moving loads
4. resolves problems within own area of personal responsibility
5. report problems outside own personal responsibility to resolve to designated personnel.

Unit 109

Comply with procedure to maintain security of facilities, equipment and materials within the recycling industry

Level: 1
Credit value: 4
UAN: T/502/6243

Unit aim

This unit is designed for the learner to demonstrate competence in contributing to the maintenance and security of the workplace and the equipment, tools, materials and other resources used there. The learner must demonstrate that the equipment, tools and materials and other resources are stored securely when not in use and identify breaches of security and report them.

Learning outcomes

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

- Be able to maintain the security of facilities
- Be able to report and act upon problems that could affect the safe working environment
- Be able to work in a manner which underpins effective performance
- Understand the regulations, procedures and requirements for recycling
- Know how to maintain a safe working environment
- Know how to maintain the security of facilities

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 is linked to the NOS RA1.10

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 109 Comply with procedure to maintain security of facilities, equipment and materials within the recycling industry

Assessment Criteria

Outcome 1 Understand how to prepare for handling and lifting loads

The learner can:

1. make sure that correct entering and leaving procedures are followed in accordance with approved procedures and practices.
2. make sure that suspicious occurrences are reported promptly.
3. identify breaches of security and report them immediately.
4. make sure that confidentiality of information is maintained.
5. follow procedures for obtaining and returning tools and equipment.
6. make sure that tools, equipment, materials and other resources, used for work, are safely and securely stored.

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

The learner can:

1. recognise problems with machinery, equipment, and materials.
2. report unsafe plant, equipment and hazardous situations to the correct person.
3. take action, within own area of responsibility, where incidents could affect the safe working environment.
4. inform appropriate person of routine problems within own area of responsibility.
5. refer matters outside own responsibility to the correct person.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. demonstrate vigilance for potential risks and hazards.
2. demonstrate awareness of the effects of own actions.

Outcome 4 Be able to handle and lift loads.

The learner can:

1. describe the main responsibilities of both the employer and employee under the health and safety regulations.
2. explain the procedures for handling hazardous materials.
3. state the organisational accident and incident recording and reporting procedures.

Outcome 5 Know how to maintain standards of service

The learner can:

1. state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and sorted after use.

Outcome 6 Understand how to collect recyclable and other materials

The learner can:

1. explain the procedure for reporting suspicious occurrences and breaches of security and who to inform.
2. describe what information about the organisation and individuals is confidential.
3. explain the importance to immobilise vehicles, machinery and equipment.
4. explain the procedures for obtaining equipment and materials.

Unit 110

Prepare plant and equipment for processing recyclables and other materials

Level: 1
Credit value: 3
UAN: T/602/0923

Unit aim

This unit is designed for the learner to demonstrate competence in preparing plant and equipment for processing recyclable and other materials whilst working under supervision. The learner must make sure the plant and equipment is clean and prepared for processing and reports any problems to the relevant person. The learner must also make sure correct personal protective equipment is worn.

Learning outcomes

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

1. Be able to check plant and equipment prior to use
2. Be able to carry out maintenance on plant and equipment
3. Be able to report and act upon problems that could affect the safe working environment
4. Be able to work in a manner which underpins effective performance
5. Understand the regulations, procedures and requirements for recycling
6. Know how to maintain a safe working environment
7. Know how to prepare plant and equipment for processing recyclables and other materials

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 is linked to the NOS RA1.13

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 110 Prepare plant and equipment for processing recyclables and other materials

Assessment Criteria

Outcome 1 Understand how to prepare for handling and lifting loads

The learner can:

1. make sure that the work to be done has been described clearly and is understood before the work starts.
2. wear and use appropriate personal protective equipment in accordance with approved procedures and practices.
3. carry out pre-operational checks in accordance with approved procedures and practices.
4. confirm that the work area and equipment and materials are clean and prepared for processing to commence.

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

The learner can:

1. wear and use personal protective equipment in accordance with approved procedures and practices.
2. make sure that the work to be done has been described clearly and is understood before the work starts.
3. report damaged or faulty equipment, and replace worn or defective parts within the limits of your authority.
4. ensure the work area and equipment are cleaned as required.
5. report risks and hazards.
6. use cleaning materials in accordance with instructions and approved procedures and practices.
7. handle waste in accordance with approved procedures and practices.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. describe how to identify problems with machinery, equipment, and materials.
2. report unsafe plant, equipment and hazardous situations to the correct person.
3. provide accurate health and safety information to others in accordance with approved procedures and practices.
4. take action, within own area of responsibility, where incidents could affect the safe working environment.
5. resolve routine problems within own area of responsibility.
6. refer matters outside own responsibility to the correct person.

Outcome 4 Be able to handle and lift loads.

The learner can:

1. demonstrate vigilance for potential risks and hazards.
2. demonstrate awareness of the effects of own actions.

Outcome 5 Know how to maintain standards of service

The learner can:

1. describe the main responsibilities of both the employer and employee under the 'Health and Safety at Work Act 1974'.
2. explain the procedures for handling hazardous materials.
3. state the organisational accident and incident recording and reporting procedures.

Outcome 6 Understand how to collect recyclable and other materials

The learner can:

1. state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and sorted after use.
2. describe the organisational and regulatory requirements of reporting accidents and incidents.

Outcome 7 Know how to maintain a safe working environment

The learner can:

1. describe the procedures and precautions to be used in handling recyclable and other materials.
2. explain the procedures for checking and preparing process equipment.
3. describe the details of the process and function of the equipment used.
4. describe the nature and identification of situations which might delay processing.
5. describe the start-up procedures for the plant and equipment.

Unit 111

Maintain effective working relationships in the recycling industry

Level: 1
Credit value: 7
UAN: Y/502/6218

Unit aim

This unit is designed for the learner to demonstrate competence in contributing to maintaining working relationships with colleagues and those external to the organisation during recyclable activities. The learner must clarify work instructions and responsibilities and communicate with others.

Learning outcomes

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

1. Communicate with colleagues and others
2. Report and act upon problems that could affect the safe working environment.
3. Work in a manner which underpins effective performance.
4. Understand the regulations, procedures and requirements for recycling
5. Know how to maintain a safe working environment
6. Know how to maintain effective working relationships

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

This unit is linked to the NOS RA1.2.

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 111 Maintain effective working relationships in the recycling industry

Assessment Criteria

Outcome 1 Communicate with colleagues and others

The learner can:

1. check that the work to be done is understood before the work starts.
2. identify any potential problems and inform appropriate persons.
3. act in accordance with procedure which minimises offence and maintain goodwill, trust and respect

Outcome 2 Report and act upon problems that could affect the safe working environment.

The learner can:

1. recognise problems with machinery, equipment and materials.
2. report unsafe plant, equipment and hazardous situations to the correct person.
3. take action, within own area of responsibility, where incidents could affect the safe working environment.
4. inform appropriate person of routine problems within own area of responsibility.
5. refer matters outside own responsibility to the correct person.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. demonstrate vigilance for potential risks and hazards.
2. demonstrate awareness of the effects of own actions.

Outcome 4 Understand the regulations, procedures and requirements for recycling

The learner can:

1. state the fundamental responsibilities of both the employer and employee under the 'Health and Safety Regulations.
2. explain the procedures for handling hazardous materials.
3. state the organisational accident and incident recording and reporting procedures.

Outcome 5 Know how to maintain effective working relationships

The learner can:

1. state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and sorted after use.

Outcome 6 Know how to maintain effective working relationships

The learner can:

1. explain the importance of understanding instructions before commencing work and what to do in the event of not understanding instructions
2. describe how individual working practices could affect the work of others.
3. explain when, why and how to ask for help
4. list different methods of communication with colleagues and others.
5. state the limits of own authority
6. state what information can be passed to others
7. state the person to whom complaints should be passed.

Unit 112

Assist in the safe operation of work vehicles during recycling operations

Level: 1
Credit value: 3
UAN: Y/602/0915

Unit aim

This unit is designed for the learner to demonstrate competence in assisting the driver of the vehicle to manoeuvre by using signals. The learner must also ensure the safety of themselves and others during operations. The learner must carry out external checks on the vehicle and identify defects or damage.

Learning outcomes

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

1. Be able to monitor the safe movement of vehicles during activities
2. Be able to report and act upon problems that could affect the safe working environment
3. Be able to work in a manner which underpins effective performance
4. Understand the regulations, procedures and requirements for recycling
5. Know how to maintain a safe working environment
6. Understand the safe operation of work vehicles

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 is linked to the NOS RA1.8

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 112 Assist in the safe operation of work vehicles during recycling operations

Assessment Criteria

Outcome 1 Be able to monitor the safe movement of vehicles during activities

The learner can:

1. assist in the manoeuvring of the vehicle by giving clear signals to assist the driver in accordance with organisational procedures.
2. make sure that others suffer minimum inconvenience when the work vehicle is manoeuvring on a public highway.
3. make sure of the safety of self and colleagues when the vehicle or its mechanisms are operating.
4. make sure of the safety of passers-by and others when the vehicle or its mechanisms are operating.
5. make sure that the vehicle is secure in the event of the driver's temporary absence in accordance with company procedures.
6. deal with any incidents during activities promptly and appropriately in accordance with approved procedures and practices.
7. carry out regular external checks on the vehicle in accordance with organisational procedures.

Outcome 2 Be able to report and act upon problems that could affect the safe working environment

The learner can:

1. describe how to identify problems with machinery, equipment, and materials.
2. report unsafe plant, equipment and hazardous situations to the correct person.
3. provide accurate health and safety information to others in accordance with approved procedures and practices.
4. take action, within own area of responsibility, where incidents could affect the safe working environment.
5. resolve routine problems within own area of responsibility.
6. refer matters outside own responsibility to the correct person.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. demonstrate vigilance for potential risks and hazards.
2. demonstrate awareness of the effects of own actions.

Outcome 4 Understand the regulations, procedures and requirements for recycling

The learner can:

1. describe the main responsibilities of both the employer and employee under the Health and Safety at Work Act 1974.
2. explain the procedures for handling hazardous materials.
3. state the organisational accident and incident recording and reporting procedures.

Outcome 5 Know how to maintain a safe working environment

The learner can:

1. state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and sorted after use.
2. describe the organisational and regulatory requirements of reporting accidents and incidents.

Outcome 6 Understand the safe operation of work vehicles

The learner can:

1. explain how to recognise faults and damage to the vehicle and what remedial action is permissible on the road.
2. describe the signals for communicating with the driver in accordance with organisational procedures.
3. explain the manoeuvring capabilities of the vehicle in forward and reverse.
4. describe the driver's field of vision from the driving seat, both direct and using mirrors.
5. state the methods of signalling to other road users and how to minimise inconvenience to them.
6. explain the dangers from vehicle operating mechanisms and vehicle manoeuvring.
7. describe how to immobilise the vehicle and why it is important.

Unit 206

Operate equipment for the processing of recyclables and other materials

Level: 2
Credit value: 8
UAN: H/602/0917

Unit aim

This unit is designed for the learner to demonstrate competence in the safe operation of equipment for the processing of recyclables and other materials, whilst working under supervision. The learner must follow instructions to operate equipment and report any problems during operation.

Learning outcomes

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

1. Be able to carry out operations in accordance with approved procedures and practices
2. Be able to report and act upon problems that could affect the safe working environment
3. Be able to work in a manner which underpins effective performance
4. Understand the regulations procedures and requirements for recycling
5. Know how to maintain a safe working environment
6. Know how to operate equipment in the recycling industry

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

This unit is linked to the NOS RA1.6

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 206 Operate equipment for the processing of recyclables and other materials

Assessment Criteria

Outcome 1 Be able to carry out operations in accordance with approved procedures and practices

The learner can:

1. select, wear and use the correct personal protective equipment in accordance with approved procedures and practices.
2. take action to remedy faults and defects to the equipment.
3. make sure information and instructions are clearly understood or ask for clarification.
4. keep work areas clean and tidy.

Outcome 2 Be able to report and act upon problems that could affect the safe working environment

The learner can:

1. describe how to identify problems with machinery, equipment and materials.
2. report unsafe plant, equipment and hazardous situations to the correct person.
3. provide accurate health and safety information to others in accordance with approved procedures and practices.
4. take action, within own area of responsibility, where incidents could affect the safe working environment.
5. resolve routine problems within own area of responsibility.
6. refer matters outside own responsibility to the correct person.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. demonstrate vigilance to potential risks and hazards.
2. demonstrate being receptive to new ways of working.

Outcome 4 Understand the regulations procedures and requirements for recycling

The learner can:

1. describe the main responsibilities of the employer and employee under the Health and Safety at Work Act 1974.
2. explain the procedures for handling hazardous materials.
3. state the organisational accident and incident recording and reporting procedures.

Outcome 5 Know how to maintain a safe working environment

The learner can:

1. state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and stored after use.
2. describe the organisational and regulatory requirements of reporting accidents and incidents.

Outcome 6 Know how to operate equipment in the recycling industry

The learner can:

1. describe the equipment operating procedures and the importance of carrying them out correctly.
2. explain how to identify faults to equipment and the appropriate action to take.
3. describe the hazards and risks of operating equipment and how to reduce such risks.
4. explain the lifting and handling techniques.
5. describe the accident and emergency procedures including reporting such incidences.

Level: 2
Credit value: 2
UAN: M/602/0886

Unit aim

This unit is designed for the learner to demonstrate competence in promoting recycling services within the community and the role that their organisation plays. The learner must provide information and guidance when it is requested and, where appropriate, refer requests to others in accordance with organisational procedures.

Learning outcomes

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

1. Be able to promote recycling services to colleagues and others
2. Be able to use and communicate data and information
3. Be able to resolve problems that could affect the security of the facility
4. Be able to work in a manner which underpins effective performance
5. Understand the regulations, procedures and requirements for recycling
6. Understand recycling services

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 is linked to the NOS RA2.7

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 212 Encourage recycling services through promotion

Assessment Criteria

Outcome 1 Be able to promote recycling services to colleagues and others

The learner can:

1. promote the reduction, reuse and recycling of recyclables and other materials to colleagues and others.
2. promote the organisation's recycling objectives and the ways in which people can become involved.
3. encourage all to use recycling services.

Outcome 2 Be able to use and communicate data and information

The learner can:

1. advise people of the location of recycling facilities.
2. advise people of the benefits of recycling.
3. provide information and guidance on all matters within own area of responsibility.

Outcome 3 Be able to resolve problems that could affect the security of the facility

The learner can:

1. deal with unsafe behaviour in accordance with own responsibilities and workplace procedures.
2. resolve day-to-day problems within own area of responsibility.
3. refer matters outside own area of responsibility to an appropriate person.

Outcome 4 Be able to work in a manner which underpins effective performance

The learner can:

1. demonstrate vigilance to potential risks and hazards.
2. demonstrate being open to new ways of working.

Outcome 5 Understand the regulations, procedures and requirements for recycling

The learner can:

1. describe the main responsibilities of the employer and employee under the Health and Safety at Work Act 1974.
2. explain the safe procedures for handling hazardous materials.
3. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.
4. describe organisational accident and incident recording and reporting procedures.

Outcome 6 Understand recycling services

The learner can:

1. describe the range of recycling services that exist and their respective objectives.
2. describe the 'reduce, reuse, recycle' management hierarchy.
3. describe the roles and responsibilities of local and national authorities in meeting national and local recycling targets.
4. state the range of different methods that may be used in recycling.
5. explain the implications for their work on health and safety, environmental legislation and regulations.
6. describe the organisation's procedures for promoting recycling.
7. state the sources of information and guidance on recycling.

Unit 213 Operate and shut down processing plant

Level: 2
Credit value: 7
UAN: M/602/0922

Unit aim

This unit is designed for the learner to demonstrate competence in operating and shutting down plant used for processing recyclables and other materials whilst working under supervision. The learner must monitor the equipment during operation and shut it down in accordance with operating procedures. If the plant is to continue operating the learner must hand over responsibility in accordance with organisational procedures. The learner must also make sure correct personal protective equipment is worn.

Learning outcomes

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

1. Be able to operate plant
2. Be able to check plant and equipment prior to use
3. Be able to carry out maintenance on plant and equipment
4. Be able to report and act upon problems that could affect the safe working environment
5. Be able to work in a manner which underpins effective performance
6. Understand the regulations procedures and requirements for recycling
7. Know how to maintain a safe working environment
8. Know how to operate and shut down processing plant

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

This unit is linked to the NOS RA1.14

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 213 Operate and shut down processing plant

Assessment Criteria

Outcome 1 Be able to operate plant

The learner can:

1. make sure that the work to be done has been described clearly and is understood before the work starts.
2. wear and use personal protective equipment in accordance with approved procedures and practices.
3. follow processing procedures in accordance with approved procedures and practices.
4. operate and shut down plant in accordance with approved procedures and practices.
5. hand over in accordance with organisational procedures if the plant is to continue operating.
6. handle recyclables and other materials in accordance with approved procedures and practices.
7. act on the outcomes of the process according to instructions.

Outcome 2 Be able to check plant and equipment prior to use

The learner can:

1. make sure that the work to be done has been described clearly and is understood before the work starts.
2. wear and use personal protective equipment in accordance with approved procedures and practices.
3. carry out pre-operational checks in accordance with approved procedures and practices.
4. confirm that the work area and equipment and materials are clean and prepared for processing to commence.

Outcome 3 Be able to carry out maintenance on plant and equipment

The learner can:

1. wear and use personal protective equipment in accordance with approved procedures and practices.
2. make sure that the work to be done has been described clearly and is understood before the work starts.
3. report damaged or faulty equipment, and replace worn or defective parts within the limits of your authority.
4. make sure the work area and equipment are cleaned as required.
5. report risks and hazards.
6. use cleaning materials in accordance with instructions and approved procedures and practices.
7. handle waste in accordance with approved procedures and practices.

Outcome 4 Be able to report and act upon problems that could affect the safe working environment

The learner can:

1. describe how to identify problems with machinery, equipment, and materials.
2. report unsafe plant, equipment and hazardous situations to the correct person.
3. provide accurate health and safety information to others in accordance with approved procedures and practices.
4. take action, within own area of responsibility, where incidents could affect the safe working environment.
5. resolve routine problems within own area of responsibility.
6. refer matters outside own responsibility to the correct person.

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

The learner can:

1. demonstrate vigilance to potential risks and hazards.
2. demonstrate awareness of the effects of own actions.

Outcome 6 Understand the regulations procedures and requirements for recycling

The learner can:

1. describe the main responsibilities of the employer and employee under the Health and Safety at Work Act 1974.
2. explain the procedures for handling hazardous materials.
3. state the organisational accident and incident recording and reporting procedures.

Outcome 7 Know how to maintain a safe working environment

The learner can:

1. state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and stored after use.
2. describe the organisational and regulatory requirements for reporting accidents and incidents.

Outcome 8 Know how to operate and shut down processing plant

The learner can:

1. explain how to use the equipment's operating instructions.
2. describe the methods to be used to monitor the process in accordance with approved procedures and practices.
3. describe the procedures and precautions to be used in handling recyclable and other materials.
4. state the types of personal protective equipment and clothing needed, and how they must be used, cleaned and stored.
5. describe the procedures to be used for a normal shut down in accordance with approved procedures and practices.
6. explain the procedures to follow in the event of an emergency, including emergency shutdown procedures.

7. state the appropriate people to inform them of circumstances outside own authority to make corrections.

Unit 215

Clean and maintain facilities and equipment for the processing of recyclables and other materials

Level: 2
Credit value: 4
UAN: R/602/0914

Unit aim

This unit is designed for the learner to demonstrate competence in helping to support activities by carrying out general cleaning and maintenance work. The learner must carry out work in accordance with instructions and approved procedures and practices. The learner must also make sure the correct personal protective equipment is worn and the correct tools are used for the job.

Learning outcomes

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

1. Be able to select and store equipment and tools for processing of recyclables
2. Be able to report and act upon problems that could affect the safe working environment
3. Be able to work in a manner which underpins effective performance
4. Understand the regulations, procedures and requirements for recycling
5. Know how to maintain a safe working environment
6. Know how to clean and maintain facilities and equipment

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 is linked to the NOS RA1.9

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 215 Clean and maintain facilities and equipment for the processing of recyclables and other materials

Assessment Criteria

Outcome 1 Be able to select and store equipment and tools for processing of recyclables

The learner can:

1. make sure that the work to be done has been described clearly and is understood before the work starts.
2. wear and use the appropriate personal protective equipment in accordance with approved procedures and practices.
3. select and use tools appropriate to the task.
4. carry out the work in accordance with instructions and approved procedures and practices.
5. identify risks and hazards to yourself and others.
6. identify damage and faults to tools and equipment used and facilities and equipment cleaned.
7. dispose of residue in accordance with approved procedures and practices.
8. inspect tools and equipment for faults or damage before and after completion of the works.
9. clean tools and equipment correctly and store them correctly at an approved location when not in use.

Outcome 2 Be able to report and act upon problems that could affect the safe working environment

The learner can:

1. describe how to identify problems with machinery, equipment, and materials.
2. report unsafe plant, equipment and hazardous situations to the correct person.
3. provide accurate health and safety information to others in accordance with approved procedures and practices.
4. take action, within own area of responsibility, where incidents could affect the safe working environment.
5. resolve routine problems within own area of responsibility.
6. refer matters outside own responsibility to the correct person.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. demonstrate vigilance for potential risks and hazard.
2. demonstrate awareness of the effects of own actions.

Outcome 4 Understand the regulations, procedures and requirements for recycling

The learner can:

1. describe the main responsibilities of both the employer and employee under the Health and Safety at Work Act 1974.
2. explain the procedures for handling hazardous materials.
3. state the organisational accident and incident recording and reporting procedures.

Outcome 5 Know how to maintain a safe working environment

The learner can:

1. state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and stored after use.
2. describe the organisational and regulatory requirements of reporting accidents and incidents.

Outcome 6 Know how to clean and maintain facilities and equipment

The learner can:

1. describe the approved procedures and practices for cleaning and maintaining facilities and equipment.
2. state the procedures for the safe disposal of residue.
3. explain how to identify damage and faults in tools and equipment used and facilities and equipment cleaned.
4. explain how to identify hazards in the workplace.
5. describe the tools and materials appropriate to the task.
6. state the expected time each task will take to complete.

Level: 2
Credit value: 3
UAN: T/602/0887

Unit aim

This unit is designed for the learner to demonstrate competence in dealing effectively with the public and others on recycling activities. The learner must communicate clearly, accurately and politely with other people, and refer them to other sources of information when appropriate. The learner must also provide a level of care to others that maintains their welfare and safety, keeps them informed and minimises impact to the environment.

Learning outcomes

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

1. Be able to communicate with the public and other persons external to the organisation in a way that promotes the organisation
2. Be able to maintain the health and safety of the public
3. Be able to work in a manner which underpins effective performance
4. Understand the regulation procedures and requirements for recycling
5. Know how to communicate effectively with the public and others

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 is linked to the NOS RA2.6

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 216 Communicate with the public and others on recycling activities

Assessment Criteria

Outcome 1 Be able to communicate with the public and other persons external to the organisation in a way that promotes the organisation

The learner can:

1. communicate information in a form easily understood by members of the public.
2. encourage members of the public to ask questions or seek explanation, and provide accurate information in response.
3. act on complaints from the public and others in accordance with organisational procedures.
4. respond to requests for information within own area of responsibility.
5. refer members of the public when asked about matters outside own area of responsibility.

Outcome 2 Be able to maintain the health and safety of the public

The learner can:

1. maintain the health and safety of the public and other persons throughout all activities in accordance with approved procedures and practices.

Outcome 3 Be able to work in a manner which underpins effective performance

The learner can:

1. demonstrate vigilance to potential risks and hazards.
2. demonstrate being receptive to new ways of working.

Outcome 4 Understand the regulation procedures and requirements for recycling

The learner can:

1. describe the main responsibilities of the employer and employee under the Health and Safety at Work Act 1974.
2. explain the safe procedures for handling hazardous materials.
3. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.
4. describe the organisational accident and incident recording and reporting procedures.

Outcome 5 Know how to communicate effectively with the public and others

The learner can:

1. describe policies and practices for customer care, promotion of environmental good practice or equality of opportunity.
2. explain methods of communication.
3. describe the methods of eliciting queries and comments from members of the public and others.
4. explain the procedures for handling and communicating confidential information.
5. state own responsibilities under health and safety legislation and codes of practice.
6. state the sources of information, internal and external to the organisation, both written and verbal.

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 be able to:

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

Please refer to EUSSC Assessment Strategy at: www.euskills.co.uk.

Unit 219 Loading a waste transport vehicle

Assessment Criteria

Outcome 1 Be able to prepare to load waste and related materials

The learner will be able to:

- 1 establish the accessibility and the suitability of the loading location
- 2 check the suitability of the loading equipment to be used
- 3 check to make sure the vehicle is positioned so it can be prepared and loaded safely
- 4 comply with all regulations and operational procedures that relate to loading waste
- 5 select and use appropriate PPE in accordance with operational requirements
- 6 establish the safe loading limits of both the vehicle and loading equipment
- 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 will be able to:

- 1 distribute the load to prevent movement, displacement or escape of waste during transit
- 2 place batched waste in a manner that enables access to it for unloading
- 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 will be able to:

- 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
- 2 check that the waste and the documentation are in compliance
- 3 report unresolved vehicle defects or problems with defective equipment to the designated person
- 4 check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies'
- 5 complete documentation in accordance with operational and location-specific procedures
- 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 will be able to:

- 1 resolve any discrepancies in the documentation for the load before the waste is loaded
- 2 report defects in operational suitability of the vehicle and loading equipment to the designated person
- 3 arrange for alternative loading sites to be identified when the designated site is unsuitable

- 4 reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment.

Outcome 5 Be able to prepare to load waste and related materials

The learner will be able to:

- 1 describe appropriately the classifications and types of waste
- 2 describe appropriately the potential hazards associated with different wastes
- 3 describe appropriately details of operational procedures and documentation
- 4 describe appropriately operational procedures and why it is important to comply with them.
- 5 determine how to identify work-related hazards and risks
- 6 determine how to deal constructively with colleagues and other people and resolve disagreements
- 7 determine how to use personal protective equipment (PPE) in line with operational procedures
- 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 will be able to:

- 1 describe appropriately the regulations relating to loading waste and related materials
- 2 describe appropriately the regulations relating to the carriage of dangerous goods
- 3 describe appropriately operational procedures for loading
- 4 describe appropriately site operating procedures and regulations at loading sites.
- 5 determine the different types of waste and materials likely to be encountered whilst carrying out the job
- 6 determine how to establish compliance of load with transfer requirements
- 7 determine how to operate loading equipment which is both integral and non-integral with the vehicle
- 8 determine how to identify, rectify and record discrepancies and defects
- 9 determine the nature and characteristics of waste loads and related materials
- 10 determine the limits of job role and responsibility.

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

The learner will be able to:

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

Unit 304 **Select and use containers for recyclables and other materials**

Level: 3
Credit value: 6
UAN: A/602/0907

Unit aim

This unit is designed for the learner to demonstrate competence in selecting and using containers. The learner must identify and use the correct containers and be able to identify and record any defects. The learner must select and use containers in accordance with organisational procedures and practices and make sure all documentation is complete.

Learning outcomes

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

1. Be able to identify health and safety risks and hazards in relation to the workplace
2. Be able to select and use containers and dispose of recyclables and other materials
3. Be able to use and communicate data and information
4. Be able to resolve problems which could affect health and safety
5. Be able to work in a manner which underpins effective performance
6. Understand the regulations, procedures and requirements for recycling
7. Know how to select and use containers for recycling materials

Guided learning hours

It is recommended that **33** 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 linked to the NOS RA2.12

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Assessment Criteria**Outcome 1 Be able to identify health and safety risks and hazards in relation to the workplace**

The learner can:

1. implement site-specific risk assessments for own area of work and review in accordance with organisational procedures.
2. wear personal protective equipment (PPE) identified in the risk assessment.
3. carry out specified measures to control risks and hazards.
4. identify procedures to deal with unfamiliar risks and hazards arising from non-routine work situations.

Outcome 2 Be able to select and use containers and dispose of recyclables and other materials

The learner can:

1. identify and select correct containers for recyclables and other materials and label accordingly.
2. record and resolve defects in accordance with organisational procedures and practices.
3. ensure that vehicle loading and unloading complies with organisational procedures and practices.
4. ensure that containers are positioned in accordance with organisational procedures and practices.
5. use equipment and materials in accordance with organisational procedures and practices.
6. move any equipment and materials in accordance with organisational procedures and practices and store them correctly.
7. handle recyclable and other materials in accordance with organisational procedures and practices.
8. maintain the workplace in accordance with organisational procedures and practices.

Outcome 3 Be able to use and communicate data and information

The learner can:

1. report unsafe plant, equipment and hazardous situations outside own area of responsibility to the correct person.
2. provide health and safety information to others in accordance with organisational procedures and practices.
3. keep other persons fully informed if such measures are inadequate.
4. keep accurate, up to date, legible and complete records on routine and non-routine matters.

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

The learner can:

1. resolve unsafe behaviour in accordance with own responsibilities and workplace procedures.
2. resolve routine problems within own area of responsibility.
3. refer matters outside own responsibility.

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

The learner can:

1. demonstrate vigilance to potential risks and hazards.
2. demonstrate being receptive to new ways of working.

Outcome 6 Understand the regulations, procedures and requirements for recycling

The learner can:

1. describe the main responsibilities of the employer and employee under the Health and Safety at Work Act 1974.
2. explain the safe procedures for handling hazardous materials.
3. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.
4. describe organisational accident and incident recording and reporting procedures.

Outcome 7 Know how to select and use containers for recycling materials

The learner can:

1. state the hazards that are likely to occur in the workplace and the risks those hazards pose.
2. describe the organisational procedures and practices with regard to ensuring the security of the workplace.
3. state own role and responsibilities for health and safety in the workplace under organisational policy and legislation.
4. describe the nature and characteristics of containers and how to select containers suitable for requirements.
5. describe the nature of defects, the importance of identification and methods for rectifying where permitted, including the procedure for containers beyond local repair.
6. explain documentation procedures.

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.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- Regulatory Arrangements for the Qualifications and Credit Framework (2008)
- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

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 GOLLA/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

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