

Level 2 and 3 Diploma in Sustainable Recycling Activities (0748-20/30)

Qualification handbook for centres



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August 2017 Version 4.1

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Level 2 and 3 Diploma in Sustainable Recycling Activities (0748-20/30)



Qualification handbook for centres

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Qualification	City & Guilds number	Qualification accreditation number
Level 2 Diploma for Sustainable Recycling Activities	0748-20	600/1502/0
Level 3 Diploma for Sustainable Recycling Activities – Supervisory	0748-30	600/1006/X

Version and date	Change detail	Section
2.0 May 2012	Amended rules of combination	Introduction
3.0 Sep 2012	Added missing unit (312)	Units
3.1 Oct 2014	GLH amended from 43 to 47 in unit 306	Units
3.2 November 2014	Added missing Assessment Criteria 6.9 to unit 201	Units
3.3 November 2014	Unit 202: amended Assessment Criteria 7.10. Unit 210: amended/added missing Assessment Criteria 6.2 to 6.4. Unit 304: added missing Assessment Criteria 7.7 to 7.13.	Units
4.0 July 2017	Unit 801 added	Unit details and Units
	Rule of combination amended to include units 801.	Rules of combination
4.1 August 2017	Added TQT details	Introduction to the qualifications, Structure
	Deleted QCF	Throughout

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Unit 304	Select and use containers for recyclables and other materials	115
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1 Introduction to the qualifications

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

Qualification title and level	City & Guilds qualification number	Qualification accreditation number	GLH	TQT	Registration and certification
Level 2 Diploma for Sustainable Recycling Activities	0748-20	600/1502/0	276	370	Please see Walled Garden/Online Catalogue for last dates
Level 3 Diploma for Sustainable Recycling Activities – Supervisory	0748-30	600/1006/X	248	460	

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 2 and 3 Diplomas in Sustainable Recycling Activities are suitable for people working in a recycling facility looking to accredit their existing skills and provide proof of occupational competence. The qualifications allow candidates to learn, develop and practice the skills required for employment in this sector, and provide progression routes to enable them to move into more senior positions in the industry, for example by studying for the City & Guilds Level 4 Diploma in Managing Recycling Activities.

The qualifications were developed in collaboration with the Sector Skills Council EU Skills. The Level 2 and 3 Diplomas form part of the Sustainable Resource Management Apprenticeship Framework, with the City & Guilds Level 2 and 3 Certificates in the Principles of Sustainable Resource Management.

1.1 Qualification structure

To achieve the **Level 2 Diploma in Sustainable Recycling Activities**, learners must achieve:

- a minimum of **37** credits,
- **22** credits from the mandatory units
- a minimum of **15** credits from a minimum of 5 units from the optional units available.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
F/602/0889	203	Develop relationships with colleagues and others	Mandatory	4
L/602/0913	211	Comply with health and safety processes and procedures in the workplace	Mandatory	3

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
M/602/0886	212	Encourage recycling services through promotion	Mandatory	2
T/602/0890	217	Develop personal performance	Mandatory	3
A/602/0891	303	Promote sustainability and environmental good practice in the recycling industry	Mandatory	10
K/602/0918	105	Collect recyclables and other materials	Optional	5
R/602/2078	108	Manual handling, lifting and moving of loads in a waste environment	Optional	2
D/602/0902	202	Carry out routine checks on plant and equipment used in recycling activities	Optional	3
F/602/0892	204	Maintain plant and equipment for the processing of recyclable and other materials	Optional	7
H/602/0884	205	Control the reception of recyclables and other materials	Optional	6
J/602/0893	207	Maintain the security of facilities and equipment used for recycling activities	Optional	3
K/602/0885	209	Control the handover of recyclables and other materials	Optional	4
K/602/0899	210	Operate specialist plant and equipment for the processing of recyclables and other materials	Optional	6
R/602/0895	214	Control vehicle movements on recycling site	Optional	6
T/602/0887	216	Communicate with the public and others on recycling activities	Optional	3
T/602/0906	218	Operate a vehicle safely and efficiently during recycling activities	Optional	4
A/602/0888	302	Use mechanical handling equipment in the recycling industry	Optional	7
A/602/0907	304	Select and use containers for recyclables and other materials	Optional	6
A/602/0910	305	Sort and prepare recyclables and other materials	Optional	6
K/602/0904	309	Control the movement of recyclables and other materials	Optional	7
M/600/9600	310	Set objectives and provide support for team members	Optional	5
Y/600/9669	312	Plan, allocate and monitor work of a team	Optional	5

To achieve the **Level 2 Diploma in Sustainable Recycling Activities – Collection pathway** candidates must achieve:

- a minimum of **40** credits,
- **32** credits from the mandatory units
- a minimum of **8** credits from a minimum of 3 units from the optional units available.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
F/602/0889	203	Develop relationships with colleagues and others	Mandatory	4
J/606/0909	208	Collect recyclables and other materials	Mandatory	4
L/602/0913	211	Comply with health and safety processes and procedures in the workplace	Mandatory	3
M/602/0886	212	Encourage recycling services through promotion	Mandatory	2
T/602/0890	217	Develop personal performance	Mandatory	3
A/602/0891	303	Promote sustainability and environmental good practice in the recycling industry	Mandatory	10
A/602/0910	305	Sort and prepare recyclables and other materials	Mandatory	6
R/602/2078	108	Manual handling, lifting and moving of loads in a waste environment	Optional	2
D/602/0902	202	Carry out routine checks on plant and equipment used in recycling activities	Optional	3
J/602/0893	207	Maintain the security of facilities and equipment used for recycling activities	Optional	3
K/602/0885	209	Control the handover of recyclables and other materials	Optional	4
T/602/0887	216	Communicate with the public and others on recycling activities	Optional	3
T/602/0906	218	Operate a vehicle safely and efficiently during recycling activities	Optional	4
A/602/0888	302	Use mechanical handling equipment in the recycling industry	Optional	7
A/602/0907	304	Select and use containers for recyclables and other materials	Optional	6
K/602/0904	309	Control the movement of recyclables and other materials	Optional	7
M/600/9600	310	Set objectives and provide support for team members	Optional	5
Y/600/9669	312	Plan, allocate and monitor work of a team	Optional	5

To achieve the **Level 2 Diploma in Sustainable Recycling Activities - Reception and Segregation pathway**, learners must achieve:

- a minimum of **42** credits,
- **34** credits from the mandatory units
- a minimum of **8** credits from a minimum of 3 units from the optional units available.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
F/602/0889	203	Develop relationships with colleagues and others	Mandatory	4
H/602/0884	205	Control the reception of recyclables and other materials	Mandatory	6
L/602/0913	211	Comply with health and safety processes and procedures in the workplace	Mandatory	3
M/602/0886	212	Encourage recycling services through promotion	Mandatory	2
T/602/0890	217	Develop personal performance	Mandatory	3
A/602/0891	303	Promote sustainability and environmental good practice in the recycling industry	Mandatory	10
A/602/0910	305	Sort and prepare recyclables and other materials	Mandatory	6
R/602/2078	108	Manual handling, lifting and moving of loads in a waste environment	Optional	2
D/602/0902	202	Carry out routine checks on plant and equipment used in recycling activities	Optional	3
F/602/0892	204	Maintain plant and equipment for the processing of recyclable and other materials	Optional	7
J/602/0893	207	Maintain the security of facilities and equipment used for recycling activities	Optional	3
K/602/0885	209	Control the handover of recyclables and other materials	Optional	4
K/602/0899	210	Operate specialist plant and equipment for the processing of recyclables and other materials	Optional	6
R/602/0895	214	Control vehicle movements on recycling site	Optional	6
T/602/0887	216	Communicate with the public and others on recycling activities	Optional	3
T/602/0906	218	Operate a vehicle safely and efficiently during recycling activities	Optional	4
A/602/0888	302	Use mechanical handling equipment in the recycling industry	Optional	7
A/602/0907	304	Select and use containers for recyclables and other materials	Optional	6
K/602/0904	309	Control the movement of recyclables and other materials	Optional	7
M/600/9600	310	Set objectives and provide support for team members	Optional	5
Y/600/9669	312	Plan, allocate and monitor work of a team	Optional	5

To achieve the **Level 2 Diploma in Sustainable Recycling Activities – Processing pathway**, learners must achieve:

- a minimum of **42** credits,
- **34** credits from the mandatory units
- a minimum of **8** credits from a minimum of 3 units from the optional units available.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
F/602/0889	203	Develop relationships with colleagues and others	Mandatory	4
K/602/0899	210	Operate specialist plant and equipment for the processing of recyclables and other materials	Mandatory	6
L/602/0913	211	Comply with health and safety processes and procedures in the workplace	Mandatory	3
M/602/0886	212	Encourage recycling services through promotion	Mandatory	2
T/602/0890	217	Develop personal performance	Mandatory	3
A/602/0891	303	Promote sustainability and environmental good practice in the recycling industry	Mandatory	10
A/602/0910	305	Sort and prepare recyclables and other materials	Mandatory	6
R/602/2078	108	Manual handling, lifting and moving of loads in a waste environment	Optional	2
D/602/0902	202	Carry out routine checks on plant and equipment used in recycling activities	Optional	3
F/602/0892	204	Maintain plant and equipment for the processing of recyclable and other materials	Optional	7
J/602/0893	207	Maintain the security of facilities and equipment used for recycling activities	Optional	3
K/602/0885	209	Control the handover of recyclables and other materials	Optional	4
R/602/0895	214	Control vehicle movements on recycling site	Optional	6
T/602/0887	216	Communicate with the public and others on recycling activities	Optional	3
A/602/0888	302	Use mechanical handling equipment in the recycling industry	Optional	7
M/600/9600	310	Set objectives and provide support for team members	Optional	5

To achieve the **Level 2 Diploma in Sustainable Recycling Activities – Waste Electronic and Electrical (WEEE) pathway**, learners must achieve:

- a minimum of **42** credits,
- **34** credits from the mandatory units
- a minimum of **8** credits from a minimum of 3 units from the optional units available.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
F/602/0889	203	Develop relationships with colleagues and others	Mandatory	4
H/602/0884	205	Control the reception of recyclables and other materials	Mandatory	6
L/602/0913	211	Comply with health and safety processes and procedures in the workplace	Mandatory	3
M/602/0886	212	Encourage recycling services through promotion	Mandatory	2
T/602/0890	217	Develop personal performance	Mandatory	3
A/602/0891	303	Promote sustainability and environmental good practice in the recycling industry	Mandatory	10
A/602/0910	305	Sort and prepare recyclables and other materials	Mandatory	6
R/602/2078	108	Manual handling, lifting and moving of loads in a waste environment	Optional	2
D/602/0902	202	Carry out routine checks on plant and equipment used in recycling activities	Optional	3
J/602/0893	207	Maintain the security of facilities and equipment used for recycling activities	Optional	3
J/606/0909	208	Collect recyclables and other materials	Optional	4
K/602/0885	209	Control the handover of recyclables and other materials	Optional	4
K/602/0899	210	Operate specialist plant and equipment for the processing of recyclables and other materials	Optional	6
R/602/0895	214	Control vehicle movements on recycling site	Optional	6
T/602/0887	216	Communicate with the public and others on recycling activities	Optional	3
T/602/0906	218	Operate a vehicle safely and efficiently during recycling activities	Optional	4
A/602/0888	302	Use mechanical handling equipment in the recycling industry	Optional	7
A/602/0907	304	Select and use containers for recyclables and other materials	Optional	6
M/600/9600	310	Set objectives and provide support for team members	Optional	5
Y/600/9669	312	Plan, allocate and monitor work of a team	Optional	5

To achieve the **Level 3 Diploma in Sustainable Recycling Activities**, learners must achieve:

- a total of **46** credits.
- **35** credits must be achieved from the mandatory units
- a minimum of **11** credits from the optional units available.
- **Two** units must be from optional group A and **two** units must be achieved from optional group B.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/optional for full qualification	Credit value
T/602/0890	217	Develop personal performance	Mandatory	3
A/602/0891	303	Promote sustainability and environmental good practice in the recycling industry	Mandatory	10
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
M/600/9600	310	Set objectives and provide support for team members	Mandatory	5
Y/600/9669	312	Plan, allocate and monitor work of a team	Mandatory	5
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
A/602/0518	201	Monitor and maintain the security of recycling facilities	Option Group A	2
A/602/0521	301	Contribute to the generation and retention of recycling business	Option Group A	5
F/602/0519	307	Plan and maintain transport operations for recycling activities	Option Group A	7
M/602/0533	311	Control activities for the processing and storage of recyclables and other materials	Option Group A	5
H/602/0528	401	Control maintenance and other engineering operations for recycling activities	Option Group A	9
J/602/0523	402	Monitor and control the efficient resources for the processing or storage of recyclables and other materials	Option Group A	9
K/602/0532	403	Manage the collection of recyclables and other materials	Option Group A	7
D/601/1231	306	Organise the promotion of additional services	Option Group B	7
L/601/1239	405	Build and maintain effective customer relations	Option Group B	8
M/600/9676	406	Support learning and development within own area or responsibility	Option Group B	5
T/600/9663	501*	Recruit staff in own area of responsibility	Option Group B	4
L/615/8564	801*	Recruit staff in own area of responsibility	Option Group B	4

Total Qualification Time

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

Title and level	GLH	TQT
Level 2 Diploma for Sustainable Recycling Activities	276	370
Level 3 Diploma for Sustainable Recycling Activities – Supervisory	248	460

1.2 Opportunities for progression

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

- Level 3 Diploma for Sustainable Recycling Activities - Supervisory

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

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

Description	How to access
Candidate logbook	www.cityandguilds.com

2 Centre requirements

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

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the qualification Level 2 NVQ in Recycling Operations – Segregation (0738-02), Level 2 NVQ in Recycling Operations – Collection Transfer (0738-21), Level 2 NVQ in Recycling Operations – Receipt/Reception (0738-22), Level 2 NVQ in Recycling Operations – Processing (0738-23) or Level 2 NVQ in Recycling Operations (0738-24) will receive automatic approval to run the new Level 2 Diploma in Sustainable Recycling Activities (0748-20).

Centres approved to offer the qualification Level 3 NVQ in Management Recycling Operations (0738-30) will receive automatic approval to run the new Level 3 Diploma in Sustainable Recycling Activities - Supervisory (0748-30).

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.

Unit 102

Working safely in the recycling industry

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. Be able to carry out work operations in accordance with regulations, 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

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 Working safely in the recycling industry

Assessment Criteria

Outcome 1 Be able to 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 areas clean and tidy
4. recognise and report risks and hazards to self and other persons in own area of responsibility.

Outcome 2 Be able to 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 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. Be able to work in a way that minimises environmental impact
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 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 Be able to 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 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. 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 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 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 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 etc 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: 4
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. Be able to carry out work in accordance with instructions and 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 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 Be able to 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 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. 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. describe the fundamental responsibilities of both the employer and employee under the Health and Safety at Work 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.

Outcome 6 Know how to maintain standards of service.

The learner can:

1. explain the 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 the 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:

1. Be able to sort and prepare recyclable materials
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 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 Be able to sort and prepare recyclable materials

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 Be able to 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 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.

Outcome 6 Know how to sort and prepare recyclable 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 be able to:

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

Guided learning hours

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

Details of the relationship between the unit and relevant national standards

Unit developed from WO38.

Support of the unit by a sector or other appropriate body

This unit is supported by EUSSC.

Assessment

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

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 handle and lift loads.

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:

1. Be able to maintain the security of facilities
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 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 Be able to maintain the security of facilities

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 Be able to 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. 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 a safe working environment

he 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 the security of facilities.

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 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 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 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. 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 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 4 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 5 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 etc Act 1974'
2. explain the procedures for handling hazardous materials
3. state the organisational accident and incident recording and reporting procedures.

Outcome 6 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 7 Know how to prepare plant and equipment for processing recyclables and other materials.

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. Be able to communicate with colleagues and others
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 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 Be able to 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 procedures which minimise offence and maintain goodwill, trust and respect.

Outcome 2 Be able to 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. 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 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.

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 individuals' 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 and requests 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 etc 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 201

Monitor and maintain the security of recycling facilities

Level: 2
Credit value: 2
UAN: A/602/0518

Unit aim

This unit is about monitoring the security of recycling facilities. It is also about making sure the equipment, tools and other resources are stored securely when not in use and that consumables are accounted for.

Learning outcomes

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

1. Be able to monitor and maintain security on recycling facilities
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. Know how to monitor and maintain the security of facilities for the processing or storage of recyclable materials.

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 RA3.48

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 201 Monitor and maintain the security of recycling facilities

Assessment Criteria

Outcome 1 Be able to monitor and maintain security on recycling facilities

The learner can:

1. contribute to the development of procedures to monitor and maintain the security of facilities
2. make sure that correct entering and leaving practices are followed in accordance with organisational procedures
3. report suspicious occurrences immediately
4. identify potential breaches of security and report them immediately
5. act on breaches of security in accordance with organisational procedures within the limit of own authority
6. make sure that recyclables and other materials and equipment used for work are safely and securely stored
7. make sure that equipment, which is not stored in a secure place, is immobilised
8. make sure that records of consumable resource use are up to date, and promptly report excesses or shortages.

Outcome 2 Be able to use and communicate data and information

The learner can:

1. maintain effective communication
2. collect data to monitor and evaluate transport movements to improve operational efficiency
3. report environmental incidents promptly and accurately in accordance with approved procedures and practices.

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

The learner can:

1. maintain confidentiality
2. resolve routine problems within the responsibility of the job role
3. refer problems and conditions outside the responsibility of the job role to the correct personnel using organisational procedures.

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 encouragement and support to others.

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 etc 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 Know how to monitor and maintain the security of facilities for the processing or storage of recyclable materials.

The learner can:

1. explain how to recognise suspicious occurrences and who to inform
2. explain how to recognise breaches of security and who to inform
3. state the limits of own role and responsibilities in relation to suspicious occurrences and breaches of security
4. state the entering and leaving procedures for facility
5. explain what information about the organisation is confidential
6. explain how to immobilise vehicles, machinery and equipment
7. describe the procedures for obtaining equipment and materials
8. describe the formal recording and use of equipment and materials
9. describe the location and security of keys of vehicles and plant.
10. explain the procedure for reporting excesses and shortages of consumables.

Unit 202

Carry out routine checks on plant and equipment used in recycling activities

Level: 2
Credit value: 3
UAN: D/602/0902

Unit aim

This unit is designed for the learner to demonstrate competence in carrying out and recording routine checks on plant and equipment used in recycling activities. The learner must carry out external checks and replenish any consumables and identify any defects or damage. The learner must also record the results of checks in accordance with organisational procedures.

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 inspect recycling plant and equipment for defects or damage
3. Be able to use and communicate data and information
4. Be able to resolve problems that could affect the task at hand
5. Be able to work in a manner which underpins effective performance
6. Understand the regulations, procedures and requirements for recycling
7. Be able to inspect recycling plant and equipment for defects or damage.

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 RA2.15

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 202

Carry out routine checks on plant and equipment used in recycling activities

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 inspect recycling plant and equipment for defects or damage

The learner can:

1. carry out physical inspection of recycling plant and equipment in accordance with organisational procedures and practices
2. check and top up consumables using specified materials and equipment, making sure consumables and equipment are free from contamination
3. check the suitability and safety of equipment and tools and identify any damage and take correct action in accordance with organisational procedures and practices
4. make sure damaged equipment and tools are moved to a secure location
5. use, move and store equipment and materials in accordance with organisational procedures and practices
6. maintain the safety of 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 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, legible and complete and up to date records on routine and non-routine matters, and ensure they are legible and complete.

Outcome 4 Be able to resolve problems that could affect the task at hand

The learner can:

1. act on unsafe behaviour in accordance with own responsibilities and workplace procedures
2. resolve routine problems within own area of responsibility
3. refer matters outside own area of 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 etc 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 Be able to inspect recycling plant and equipment for defects or damage.

The learner can:

1. explain 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 maintaining the safety of the workplace
3. state own role and responsibilities for health and safety in the workplace under organisational policy and legislation
4. explain the importance of following manufacturers and organisational instructions and the potential consequences and risks of not doing so
5. explain the importance of preventative maintenance
6. list the items that need to be checked for a specific item of plant or equipment
7. describe the items essential for safety
8. explain how to identify any missing items or damage that would interfere with the effective operation of the plant or equipment or affect safety
9. state the remedial action permitted to be carried out within own area of responsibility
10. explain the procedures to be followed for plant or equipment not operating effectively
11. explain the procedures for reporting damage
12. state own responsibility with regard to statutory requirements
13. explain own area of responsibility with regard to correcting damage or missing items
14. explain how and why accidents should be reported.

Unit 203

Develop relationships with colleagues and others

Level: 2
Credit value: 4
UAN: F/602/0889

Unit aim

This unit is designed for the learner to demonstrate competence in establishing and maintaining working relationships during recycling activities. The learner must work with other people including communicating clearly, co-operating with others and helping to improve working practices. The learner may work closely within a team or spend a significant amount of time working alone.

Learning outcomes

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

1. Be able to establish and maintain working relationships with colleagues and others
2. Be able to use and communicate data and information
3. Be able to resolve problems which could damage effective relationships
4. Be able to work in a manner which underpins effective performance
5. Understand the regulations, procedures and requirements for recycling
6. Understand how to develop and maintain working relationships.

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 RA2.4

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 203 Develop relationships with colleagues and others

Assessment Criteria

Outcome 1 Be able to establish and maintain working relationships with colleagues and others

The learner can:

1. communicate with colleagues, associates, managers, supervisors, customers and members of the general public in a manner that promotes goodwill
2. respond to reasonable requests positively and in a timely manner
3. offer support and assistance to colleagues and associates who appear to be in work-related difficulties
4. refer all unresolved matters, likely to result in a breakdown of working relationships, to the correct person
5. co-operate with others to identify solutions to problems.

Outcome 2 Be able to use and communicate data and information

The learner can:

1. discuss opportunities to improve working practices with colleagues and others
2. follow organisational procedures for communicating information to other people
3. maintain records in accordance with organisational requirements
4. check with correct personnel any circumstances where information appears to be incorrect
5. use organisational information systems to record and store data and information
6. respond courteously to colleagues and others in a style that meets the circumstances.

Outcome 3 Be able to resolve problems which could damage effective relationships

The learner can:

1. act promptly on problems within the limits of own responsibility
2. refer problems and conditions outside the responsibility of the job role to the correct personnel using organisational procedures.

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 receptive 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 etc Act 1974
2. state 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 how to develop and maintain working relationships.

The learner can:

1. explain why good working relationships and communications are important
2. explain the ways in which good working relationships can be maintained
3. explain the need to support changes in working practices
4. explain the methods of working effectively with others
5. explain the methods for dealing with conflicts within the workplace
6. explain own level of responsibility in relation to dealing with disagreements.

Unit 204

Maintain plant and equipment for the processing of recyclable and other materials

Level: 2
Credit value: 7
UAN: F/602/0892

Unit aim

This unit is designed for the learner to demonstrate competence in maintaining the condition and performance of plant and equipment used for the processing of recyclable and other materials. The learner must make sure that cleaning and maintenance are carried out safely and in accordance with approved procedures and practices. The learner must also report any faults and make sure any documentation is completed.

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 maintain plant and equipment
3. Be able to use and communicate data and information
4. Be able to resolve problems which could affect the maintenance of plant and equipment
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 plant and equipment for the processing of recyclable and other materials.

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 RA2.19

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 204 Maintain plant and equipment for the processing of recyclable and other materials

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 in 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. make sure the work area is safe for the cleaning and maintenance activity
5. identify procedures to deal with unfamiliar risks and hazards arising from non-routine work situations
6. dispose of cleaning fluids, residues and other materials in accordance with organisational procedures.

Outcome 2 Be able to maintain plant and equipment

The learner can:

1. make sure work area and plant and equipment are cleaned in accordance with organisational procedures
2. make sure that organisational procedures are followed prior to undertaking any maintenance activity
3. record damaged or faulty plant and equipment and report them to the correct person
4. replace worn or defective parts within the limits of own authority
5. check operation of the plant and equipment in accordance with organisational procedures and practices
6. use plant and equipment in accordance with organisational procedures and practices
7. move and store plant and equipment in accordance with organisational procedures and practices
8. handle recyclable and other materials in accordance with organisational procedures and practices
9. maintain the security of 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 to the correct person
2. provide health and safety information to others in accordance with organisational procedures and practices
3. keep accurate, legible and complete and up to date records on routine and non-routine matters, and ensure they are legible and complete.

Outcome 4 Be able to resolve problems which could affect the maintenance of plant and equipment

The learner can:

1. report 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 the designated people.

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 pride in achieving high quality work.

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 etc 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 maintain plant and equipment for the processing of recyclable and other materials.

The learner can:

1. explain 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 maintaining the safety of the workplace
3. state own role and responsibilities for health and safety in the workplace under organisational policy and legislation
4. explain why inadequate measures to control risks should be reported and that corrective action needs to be taken
5. describe the importance of following manufacturers and organisational instructions and the potential consequences and risks of not doing so
6. explain how to isolate and make equipment safe prior to undertaking maintenance
7. describe the components that need special treatment and the nature of that treatment
8. describe the items that need dismantling prior to cleaning and maintenance, and their reassembly
9. describe the range of tools and equipment for cleaning and maintenance of plant and equipment
10. describe the relevant regulations for cleaning and maintenance processes
11. state the hazards of the cleaning and maintenance processes and ways to minimise them
12. explain the environmentally safe way to dispose of fluids, residues and other materials
13. state the emergency procedures related to cleaning and maintenance operations
14. explain the cleaning, checking and operator maintenance procedures
15. describe the component dismantling and reassembly procedures
16. describe the cleaning and maintenance records
17. state the expected performance of the equipment
18. state the procedures for requesting further assistance
19. explain how to transport and store equipment and materials safely
20. explain how and why accidents should be reported.

Unit 205

Control the reception of recyclables and other materials

Level: 2
Credit value: 6
UAN: H/602/0884

Unit aim

This unit is designed for the learner to demonstrate competence in controlling the reception of recyclables and other materials. The learner must make sure all the necessary information is correct and accept responsibility for the materials received. The learner must also ensure that any necessary documentation is completed and exchanged.

Learning outcomes

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

1. Be able to receive recyclables and other materials
2. Be able to use and communicate data and information
3. Be able to resolve problems which could affect health and safety
4. Be able to work in a manner which underpins effective performance
5. Understand the regulations, procedures and requirements for recycling
6. Understand how to control the reception of recyclables and other materials.

Guided learning hours

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

Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA2.9

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 205

Control the reception of recyclables and other materials

Assessment Criteria

Outcome 1 Be able to receive recyclables and other materials

The learner can:

1. implement site-specific risk assessments for own area of work and review in accordance with company 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
5. follow organisational procedures and practices to carry out the reception of recyclables and other materials
6. process unacceptable materials in accordance with organisational procedures and practices.

Outcome 2 Be able to use and communicate data and information

The learner can:

1. provide health and safety information to others in accordance with organisational procedures and practices
2. make sure that all information for the handover is received and understanding of information is clarified
3. report and chase up any missing information
4. confirm acceptance of responsibility of recyclables and other materials
5. report unacceptable materials in accordance with organisational procedures
6. process unacceptable documentation in accordance with organisational procedures and practices
7. keep accurate, legible, complete and up to date records on routine and non-routine matters.

Outcome 3 Be able to resolve problems which could affect health and safety

The learner can:

1. report unsafe plant, equipment and hazardous situations outside own area of responsibility to the correct person
2. resolve unsafe behaviour in accordance with own responsibilities and workplace procedures
3. resolve routine problems within own area of responsibility
4. refer matters outside own area of responsibility to the correct 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 receptive 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 etc 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 how to control the reception of recyclables and other materials.

The learner can:

1. describe 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 safety of the workplace
3. state own role and responsibilities for health and safety in the workplace in accordance with organisational policy and legislation
4. explain the importance of following organisational instructions and the potential consequences and risks of not doing so
5. explain the different types of recyclables and other materials reception documentation and procedures
6. state own responsibilities for receiving, understanding and clarifying information
7. state who to report to if any documentation is missing
8. describe the implications of relevant legislation.

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 etc 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.

Unit 207

Maintain the security of facilities and equipment used for recycling activities

Level: 2
Credit value: 3
UAN: J/602/0893

Unit aim

This unit is designed for the learner to demonstrate competence in maintaining the security of facilities used for recycling activities, and the equipment, tools and resources used there. The learner must demonstrate the equipment, tools and resources are stored securely when not in use and that any consumables are accounted for. The learner must also be able to identify breaches of security and report them.

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 maintain the security of facilities and equipment
3. Be able to use and communicate data and information
4. Be able to resolve problems which could affect the security of the facilities
5. Be able to work in a manner which underpins effective performance
6. Understand the regulations, procedures and requirements for recycling
7. Understand health, safety and security.

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 RA2.18

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSCC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 207 Maintain the security of facilities and equipment used for recycling activities

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 in 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 maintain the security of facilities and equipment

The learner can:

1. maintain the security of the workplace in accordance with organisational procedures and practices
2. make sure that correct entering and leaving procedures are followed in accordance with organisational procedures and practices
3. make sure that suspicious occurrences are reported immediately
4. identify actual and potential breaches of security and report them immediately to an appropriate person
5. make sure that equipment and materials used for work are safely and securely stored in accordance with organisational procedure and practice
6. make sure that equipment, not stored in a secure place, is sufficiently immobilised to prevent interference or theft
7. make sure records of consumable resource use are up to date and report excesses or shortages promptly
8. use equipment and materials in accordance with organisational procedures and practices
9. move any equipment and materials in accordance with organisational procedures and practices and store them correctly
10. manage recyclable and other materials 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 to the correct person
2. make sure that confidentiality of information is maintained
3. provide health and safety information to others in accordance with organisational procedures and practices
4. keep accurate, legible and up to date records on routine and non-routine matters, and ensure they are legible and complete.

Outcome 4 Be able to resolve problems which could affect the security of the facilities

The learner can:

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

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 pride in achieving high quality work.

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 etc 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 Understand health, safety and security.

The learner can:

1. explain the hazards that are likely to occur in the workplace and the risks those hazards pose
2. state the hazards that are likely to occur in the workplace and the risks those hazards pose
3. describe the organisational procedures and practices with regard to maintaining the security of the workplace
4. state own role and responsibilities for health and safety in the workplace under organisational policy and legislation
5. explain why inadequate measures to control risks should be reported and what corrective action needs to be taken
6. explain how to recognise suspicious occurrences and breaches of security and who to inform
7. describe the procedures to be followed by persons entering or leaving the facility
8. explain how to determine which information about the organisation is confidential
9. explain how to transport and store equipment and materials safely
10. explain how to immobilise vehicles, machinery and equipment
11. describe the procedures for obtaining equipment and materials
12. describe the importance of the formal recording of use of equipment and materials
13. state the location and security of keys of vehicles and plant
14. describe the procedure for reporting excesses and shortages of consumables
15. describe the relationship between security and safety within the workplace
16. explain how and why accidents should be reported.

Level: 2
Credit value: 4
UAN: J/602/0909

Unit aim

This unit is designed for the learner to demonstrate competence in collecting recyclables and other materials, using equipment and procedures suited to the nature of the material. The learner must be able to identify which materials are suitable for recycling, and which are not, and collect them using the correct equipment. The learner must also communicate information on recycling to others.

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 collect recyclables and other materials
3. Be able to use and communicate data and information
4. Be able to resolve problems which could affect the collection process
5. Be able to work in a manner which underpins effective performance
6. Understand the regulations, procedures and requirements for recycling
7. Understand the process for collecting recyclables and other materials.

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 RA2.11

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 208 Collect recyclables and other materials

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 in own area of work and review in accordance with company procedures
2. wear personal protective equipment (PPE) identified in the risk assessment
3. carry out specified measures to control risks and hazards
4. protect own health and that of others affected by own work.

Outcome 2 Be able to collect recyclables and other materials

The learner can:

1. carry out collection in accordance with organisational procedures and practices
2. identify materials suitable for recycling, and those that cannot be recycled, in accordance with organisational procedures and practices
3. explain the difference between recyclable and non-recyclable materials to people, using methods to suit the audience
4. prepare, check, maintain and use equipment for collecting recyclables and other materials
5. leave the collection site clean and safe and take action to report any damage
6. use equipment in accordance with organisational procedures and practices
7. move any equipment and materials in accordance with organisational procedures and practices and store them correctly
8. handle recyclables and other materials in accordance with organisational procedures and practices
9. maintain the safety of the working environment 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 to the correct person
2. provide health and safety information to others in accordance with organisational procedures and practices
3. keep accurate and up to date records on routine and non-routine matters, and ensure they are legible and complete.

Outcome 4 Be able to resolve problems which could affect the collection process

The learner can:

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

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 etc Act 1974
2. state 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 Understand the process for collecting recyclables and other materials.

The learner can:

1. state the hazards that are likely to occur in the workplace and the risks those hazards pose to oneself and others
2. describe the organisational procedures and practices with regard to ensuring the safety of the workplace
3. state own role and responsibilities for health and safety in the workplace in accordance with organisational policy and legislation
4. explain the difference between recyclable and non-recyclable materials, methods of collecting recyclable and other materials and own role and responsibilities during collection work
5. describe the reasons certain materials cannot be collected
6. explain the different roles of those involved in the recycling industry
7. identify the equipment needed to collect materials for recycling and how to prepare, check, maintain and use it
8. explain the implications for own area of work of relevant health and safety and environmental legislation
9. describe the different forms of recycling and correct methods of disposal
10. describe how to transport and store equipment and materials safely
11. explain how and why accidents should be reported.

Unit 209

Control the handover of recyclables and other materials

Level: 2
Credit value: 4
UAN: K/602/0885

Unit aim

This unit is designed for the learner to demonstrate competence in controlling the handover of recyclables and other materials. The learner must ensure all the necessary information is exchanged and that the exchange is understood. The learner must also ensure that any necessary documentation is completed and handed over.

Learning outcomes

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

1. Be able to adjust equipment used in recycling
2. Be able to use and communicate data and information
3. Be able to resolve problems which could affect the handover of recyclable materials
4. Be able to work in a manner which underpins effective performance
5. Understand the regulations, procedures and requirements for recycling
6. Understand how to safely handover recyclables and other materials.

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 RA2.8

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 209 Control the handover of recyclables and other materials

Assessment Criteria

Outcome 1 Be able to adjust equipment used in recycling

The learner can:

1. implement site-specific risk assessments for own area of work and review in accordance with company procedures
2. wear personal protective equipment (PPE) identified in the risk assessment
3. carry out specified measures to control risks and hazards
4. adjust equipment according to operating requirements and organisational procedures and practices, where permitted.

Outcome 2 Be able to use and communicate data and information

The learner can:

1. provide health and safety information to others in accordance with organisational procedures and practices
2. make sure that information needed by the recipient of the recyclables and other materials is accurate and complete
3. confirm completion of handover and that the recipient accepts responsibility for the recyclables and other materials
4. report unacceptable materials in accordance with organisational procedures
5. keep accurate and up to date records on routine and non-routine matters, and ensure they are legible and complete.

Outcome 3 Be able to resolve problems which could affect the handover of recyclable materials

The learner can:

1. report unsafe plant, equipment and hazardous situations outside own area of responsibility to the correct person
2. deal with unsafe behaviour in accordance with own responsibilities and workplace procedures
3. resolve routine problems within own area of responsibility
4. refer matters outside own area of responsibility to the correct 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 receptive 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 etc 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 how to safely handover recyclables and other materials.

The learner can:

1. describe 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 safety of the workplace
3. state own role and responsibilities for health and safety in the workplace under organisational policy and legislation
4. explain the importance of following manufacturers' and organisational instructions and the potential consequences and risks of not doing so
5. explain the importance of passing on information and the different types of information
6. state the different types of handover documentation and procedures
7. state own responsibilities for providing information
8. explain the responsibilities of the recipient for understanding and clarifying information
9. state where records are kept and their content and identify who to report to if any documentation is missing
10. explain how to pass on information clearly and concisely and how to confirm that the recipient understands the information
11. describe the implications of relevant legislation.

Unit 210

Operate specialist plant and equipment for the processing of recyclables and other materials

Level: 2
Credit value: 6
UAN: K/602/0899

Unit aim

This unit is designed for the learner to demonstrate competence in operating specialist plant and equipment for the processing of recyclables and other materials. The learner must monitor the performance of the plant or equipment during operation and maintain any documentation in accordance with company procedures.

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 operate specialist plant and equipment for the processing of recyclables and other materials
3. Be able to use and communicate data and information
4. Be able to resolve problems which could affect the operation of plant and equipment
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 operate specialist plant and equipment.

Guided learning hours

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

Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA2.16

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 210 Operate specialist plant and equipment for the processing of recyclables and other materials

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
5. communicate any changes in risks and hazards that impinge on the work and the safety of those deployed
6. operate equipment to maintain efficiency of performance.

Outcome 2 Be able to operate specialist plant and equipment for the processing of recyclables and other materials

The learner can:

1. identify work area in accordance with instructions and specified work requirements
2. carry out operations safely in accordance with organisational procedures and practices to meet the specified work requirement
3. act on accidents and incidents during operations in accordance with organisational procedures and practices
4. start-up plant and equipment in accordance with procedures and practices
5. use plant and equipment in accordance with organisational procedures and practices and applicable legislation
6. shut down plant and equipment at the end of operations in accordance with organisational procedures and practices
7. move any plant and equipment in accordance with organisational procedures and practices and store them correctly at an approved location
8. manage recyclable and other materials in accordance with organisational procedures and practices
9. maintain the safety of 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, to the correct person, unsafe plant and equipment and hazardous situations
2. communicate information on plant and equipment in accordance with organisational procedures and practices
3. provide health and safety information to others in accordance with organisational procedures and practices
4. keep accurate, legible, complete and up to date records on routine and non-routine matters.

Outcome 4 Be able to resolve problems which could affect the operation of plant and equipment

The learner can:

1. report 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 responsibility to an appropriate 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 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 etc 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 7 Know how to operate specialist plant and equipment.

The learner can:

1. explain 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 safety of the workplace
3. state own role and responsibilities for health and safety in the workplace under organisational policy and legislation
4. explain the characteristics and capabilities of the plant and equipment being used
5. state the emergency stop/shutdown procedures
6. explain the requirements for recording and communicating information
7. state the approved procedures and practices in the context of the operations, the work activity and the workplace environment
8. explain how to transport and store plant and equipment safely
9. describe the relationship between security and safety within the workplace
10. explain how and why accidents should be reported.

Unit 211

Comply with health and safety processes and procedures in the workplace

Level: 2
Credit value: 3
UAN: L/602/0913

Unit aim

This unit is designed for the learner to demonstrate competence in monitoring and maintaining a healthy and safe working environment during recycling activities. The learner is required to take care of the health and safety of themselves and others who may be affected by their work, including dealing with unplanned incidents. The learner is also required to co-operate with their employer to help them comply with their duties under health and safety legislation, and not interfere with or misuse anything provided for their health, safety and welfare.

Learning outcomes

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

1. Be able to monitor and maintain health and safety in the workplace during recycling activities
2. Be able to maintain the safety of plant, equipment and the working environment
3. Be able to use and communicate data and information
4. Be able to resolve 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. Understand health and safety in the recycling industry.

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 RA2.1

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSCC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 211 **Comply with health and safety processes and procedures in the workplace**

Assessment Criteria

Outcome 1 Be able to monitor and maintain health and safety in the workplace during recycling activities

The learner can:

1. implement site-specific risk assessments for own area of work and review in accordance with company 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
5. behave in a manner that minimises risks and hazards to yourself and others.

Outcome 2 Be able to maintain the safety of plant, equipment and the working environment

The learner can:

1. use equipment and materials in accordance with organisational procedures and practices
2. move any equipment and materials in accordance with organisational procedures and practices and store them correctly at an appropriate location when not in use
3. handle recyclables and other materials in accordance with organisational procedures and practices
4. shut down and immobilise plant in accordance with organisational procedures and practices
5. follow emergency procedures without deviation when an alarm is raised
6. maintain security within the workplace in accordance with organisational procedures and practices and within own area of responsibility
7. locate emergency exits and emergency equipment and know how to use them.

Outcome 3 Be able to use and communicate data and information

The learner can:

1. record and report incidents according to organisational procedures and practices
2. report unsafe plant, equipment and hazardous situations outside own area of responsibility
3. provide health and safety information to others in accordance with organisational procedures and practices
4. keep accurate and up to date records on routine and non-routine matters and ensure they are legible and complete.

Outcome 4 Be able to resolve problems that could affect the safe working environment

The learner can:

1. take action where incidents affect the health and safety of self and others
2. act on unsafe behaviour in accordance with own area of responsibilities and workplace procedures
3. resolve routine problems within own area of responsibility
4. refer matters outside own area of 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 etc Act 1974
2. explain the 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 7 Understand health and safety in the recycling industry.

The learner can:

1. state the hazards that are likely to occur in the workplace and the risks those hazards pose
2. describe own role and responsibilities for health and safety in the workplace under organisational policy and legislation
3. explain the reasons for informing others of own whereabouts when working in isolation or remote locations
4. describe how to deal with health and safety emergencies
5. explain why the procedures to take for specific emergencies may be affected by their location
6. describe the basic emergency first aid procedures
7. state the correct methods of storage of recyclables and other materials
8. explain how to move and store equipment and materials safely
9. explain how to immobilise machinery and plant
10. describe the methods for minimising environmental impact whilst maintaining health and safety in the workplace
11. explain why accidents and incidents should be reported without delay and recorded.

Unit 212

Encourage recycling services through promotion

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 etc 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 etc 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.

Level: 2
Credit value: 6
UAN: R/602/0895

Unit aim

This unit is designed for the learner to demonstrate competence in controlling vehicle movements on site of recycling activity and deal with any situations that may disrupt operations. The learner must assist in the positioning of vehicles and ensure that any relevant documentation is completed in accordance with organisational procedures.

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 control vehicle movements on site
3. Be able to use and communicate data and information
4. Be able to resolve problems which could affect the control of vehicles on site
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 control vehicle movements on site.

Guided learning hours

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

Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA2.17

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 214 Control vehicle movements on recycling site

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 control vehicle movements on site

The learner can:

1. check that vehicles are suitable for the loading or unloading conditions
2. direct and assist the vehicle driver to the correct loading or unloading area
3. ensure that drivers and crews comply with organisational procedures, practices and relevant legislation
4. use equipment and materials in accordance with organisational procedures and practices
5. maintain the safety of 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 vehicles and hazardous situations in accordance with own responsibilities and workplace procedures
2. provide health and safety information to others in accordance with organisational procedures and practices
3. keep accurate, legible, complete and up to date records on routine and non-routine matters.

Outcome 4 Be able to resolve problems which could affect the control of vehicles on site

The learner can:

1. report 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 to the designated people.

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 etc 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. state the organisational accident and incident recording and reporting procedures.

Outcome 7 Know how to control vehicle movements on site.

The learner can:

1. explain 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 safety of the working environment
3. state own role and responsibilities for health and safety in the workplace under organisational policy and legislation
4. explain how to recognise problems with vehicles and access
5. explain how to communicate with drivers, crews and others
6. describe the methods that can be used to assist vehicles in reversing and getting into position
7. state what signals are to be used to assist the driver to position the vehicle correctly
8. explain how to recognise and respond to incidents interfering with operations
9. explain how to recognise and respond to emergencies
10. describe what the law requires during vehicle loading and unloading operations
11. describe the organisational procedures for operation of vehicles
12. state the person to whom non-compliance should be reported
13. state the relationship between security and safety within the workplace
14. explain how and why accidents should be reported.

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 etc 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.

Unit 216

Communicate with the public and others on recycling activities

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 etc 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: 3
UAN: T/602/0890

Unit aim

This unit is designed for the learner to demonstrate competence in developing and maintaining personal performance on recycling activities. The learner must agree and review personal performance targets and seek guidance if clarification is required.

Learning outcomes

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

1. Be able to develop, implement and review personal performance plan
2. Be able to resolve problems that could affect personal performance
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 improve personal performance.

Guided learning hours

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

Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA2.3

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 217 Develop personal performance

Assessment Criteria

Outcome 1 Be able to develop, implement and review personal performance plan

The learner can:

1. agree personal performance plan
2. seek advice if clarification is required concerning specific tasks
3. agree development needs and methods of meeting these needs
4. develop personal performance according to own needs in accordance with organisational procedures and practices
5. review own personal performance with the correct person.

Outcome 2 Be able to resolve problems that could affect personal performance

The learner can:

1. resolve routine matters within own area of responsibility
2. refer matters outside own area of responsibility.

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 etc 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 improve personal performance.

The learner can:

1. describe the tasks and activities in own area of responsibility
2. state the limits of own responsibility in relations to specific tasks and activities
3. state from whom to seek advice in relation to specific tasks and activities
4. explain the correct procedures for obtaining advice
5. explain the risks involved in not obtaining advice where there is uncertainty about specific tasks and activities
6. describe how to determine and agree development needs and personal targets
7. state the reasons why personal performance should be reviewed.

Unit 218

Operate a vehicle safely and efficiently during recycling activities

Level: 2
Credit value: 4
UAN: T/602/0906

Unit aim

This unit is designed for the learner to demonstrate competence in operating and controlling a vehicle during recycling activities. The learner must be able to monitor and review the vehicle's performance and observe and adhere to any relevant regulations.

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 operate a recycling vehicle
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 operate a recycling vehicle safely and efficiently.

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 RA2.13

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 218 Operate a vehicle safely and efficiently during recycling activities

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 operate a recycling vehicle

The learner can:

1. make sure of the operational suitability of the vehicle prior to movement
2. carry out daily routine checks on the vehicle in accordance with organisational procedures and practices
3. ensure that any load is stable before moving off
4. ensure that own driving and manoeuvring is safe and in accordance with organisational procedures and practices
5. ensure own driving manner minimises wear and tear, risk of accidental damage and minimises impact on the environment
6. show an awareness of, and consideration for, other persons.

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, legible, complete and up to date records on routine and non-routine matters.

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

The learner can:

1. act on unsafe behaviour in accordance with own responsibilities and workplace procedures
2. resolve routine problems within own area of responsibility
3. refer matters outside own area of 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 etc 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. state the organisational accident and incident recording and reporting procedures.

Outcome 7 Know how to operate a recycling vehicle safely and efficiently.

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 maintaining the safety of the workplace
3. state own role and responsibilities for health and safety in the workplace under organisational policy and legislation
4. explain how to establish load stability
5. describe the importance of manoeuvring safely and efficiently
6. explain what to do in the event of vehicle breakdown or emergency
7. describe the importance of minimising wear and tear and accidental damage
8. explain why it is important to show consideration for others
9. state the importance of identifying and reducing risks
10. explain vehicle controls and equipment and their function
11. explain vehicle handling and other characteristics with various loads and capacities
12. describe the environmental impact of vehicle and its load
13. explain how to transport and store equipment and materials safely
14. explain how and why accidents should be reported.

Unit 301

Contribute to the generation and retention of recycling business

Level: 3
Credit value: 5
UAN: A/602/0521

Unit aim

This unit is about recognising and developing opportunities to generate customer interest in the organisation's recycling activities. It means being proactive and helping customers to identify their needs and how your services can satisfy them. It requires an ability to make recommendations and develop business proposals. This also involves the use of customer feedback and its communication within the organisation to improve services.

Learning outcomes

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

1. Be able to recognise opportunities to generate customer interest
2. Be able to promote recycling services provided by the organisation
3. Be able to use and communicate data and information
4. Be able to resolve problems that could affect the generation and retention of recycling business
5. Be able to work in a manner which underpins effective performance
6. Understand the regulations, procedures and requirements for recycling
7. Understand the generation and retention of recycling services.

Guided learning hours

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

Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.6

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 301 Contribute to the generation and retention of recycling business

Assessment Criteria

Outcome 1 Be able to recognise opportunities to generate customer interest

The learner can:

1. establish the needs of the customers by using a range of personal and desk-based assessments and analysis
2. maintain accurate and up-to-date information on the organisation's products and services and communicate this effectively to customers and others within the organisation
3. act upon opportunities in order to generate customer interest.

Outcome 2 Be able to promote recycling services provided by the organisation

The learner can:

1. communicate the features and advantages of the services which are available
2. develop both formal and informal proposals to meet customer needs and present them to the relevant people for agreement
3. record the customer information and agreed proposals.

Outcome 3 Be able to use and communicate data and information

The learner can:

1. encourage customers to give feedback on the recycling activities provided
2. respond positively and constructively to customer feedback
3. evaluate feedback for its importance to and impact on activities
4. communicate feedback accurately and promptly to the correct people
5. take steps for action by referring opportunities to managers or colleagues
6. propose amendments to services which are likely to lead to repeat or new business.

Outcome 4 Be able to resolve problems that could affect the generation and retention of recycling business

The learner can:

1. resolve routine problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role to the correct personnel, using approved procedures
3. report, to the correct personnel, any situations that require additional intervention

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 encouragement and support to others.

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 etc Act 1974
2. explain the 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 Understand the generation and retention of recycling services.

The learner can:

1. describe the importance of identifying customer needs
2. explain how to identify and agree customer needs in order to develop proposals
3. explain how to negotiate with, and influence, customers
4. describe the difference between internal and external customers
5. describe the activities available and their features and benefits
6. explain how to communicate effectively
7. explain how to encourage customers to provide feedback
8. explain how to listen effectively
9. describe the importance of customer feedback.

Unit 302

Use mechanical handling equipment in the recycling industry

Level: 3
Credit value: 7
UAN: A/602/0888

Unit aim

This unit is designed for the learner to demonstrate competence in using mechanical handling equipment to load, transfer and unload recyclables and other materials. The learner must wear the appropriate personal protective equipment throughout and check the working environment and equipment continuously during activities, to ensure that they avoid any damage to buildings, other structures, vehicles and accidents to people. The learner must ensure that the stability and containment of the load and the condition of the working surface is monitored during loading and unloading. If unloading into containers, the learner must also make sure they do not damage the container. The learner must also record any information required by the organisation in relation to the materials, plant and equipment used.

Learning outcomes

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

1. Be able to work in accordance with health and safety procedures and risk assessments
2. Be able to mechanically handle recyclables and other materials
3. Be able to use and communicate data and information
4. Be able to resolve problems that 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. Understand mechanical handling procedures.

Guided learning hours

It is recommended that **41** 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 RA2.5

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 302 Use mechanical handling equipment in the recycling industry

Assessment Criteria

Outcome 1 Be able to work in accordance with health and safety procedures and risk assessments

The learner can:

1. implement site-specific risk assessments in own area of work and review in accordance with company 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 handle unfamiliar risks and hazards arising from non-routine work situations.

Outcome 2 Be able to mechanically handle recyclables and other materials

The learner can:

1. identify recyclable and other materials to be transferred as instructed
2. make sure that the mechanical handling equipment and its attachments or accessories are right for the task
3. use equipment in accordance with organisational procedures and practices
4. make sure the load is stable and within the capacity of the equipment
5. monitor the stability and containment of the load and working surface in the loading area
6. make sure no new risks or hazards arise due to the movement of the load
7. maintain the safety of 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
2. give health and safety information to others in accordance with approved procedures and practices
3. keep other persons fully informed if such measures are inadequate
4. keep accurate and up to date records on routine and non-routine matters, and make sure they are legible and complete.

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

The learner can:

1. act on unsafe behaviour in accordance with own responsibilities and workplace procedures
2. resolve routine problems within own area of responsibility
3. refer matters outside own area of responsibility
4. leave the working area clean, tidy and safe at the end of activities.

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 etc Act 1974
2. explain the 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 Understand mechanical handling procedures.

The learner can:

1. state the physical and handling characteristics of recyclables and other materials
2. explain the importance of monitoring the stability of the load
3. describe the techniques of handling loads appropriate to the nature of the recyclable and other material
4. explain why it is important to assess ground conditions in the loading area
5. state the possibility of vehicle or pedestrian traffic in the loading area and necessary precautions to take
6. explain the potential for damage to buildings or other structures during handling loads
7. explain the potential for distortion or movement of the load whilst handling
8. describe the hazards of the materials to be handled
9. explain the different techniques of moving safely both loaded and unloaded
10. explain the importance of any documentation associated with the handling of a load.

Unit 303

Promote sustainability and environmental good practice in the recycling industry

Level: 3
Credit value: 10
UAN: A/602/0891

Unit aim

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

Learning outcomes

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

1. Be able to work in line with environmental practices
2. Be able to use and communicate data and information
3. Be able to resolve environmental problems that occur
4. Be able to work in a manner which underpins effective performance
5. Understand the regulations, procedures and requirements for recycling
6. Understand environmental good practice.

Guided learning hours

It is recommended that **36** 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 RA2.2

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 303 Promote sustainability and environmental good practice in the recycling industry

Assessment Criteria

Outcome 1 Be able to work in line with environmental practices

The learner can:

1. select and use equipment and materials that will minimise environmental impact
2. make sure work is carried out in accordance with organisational procedures and practices
3. recognise any environmental impact and take action
4. identify improvements to procedures and practices in terms of environmental good practice and take action within own area of responsibility
5. work with recyclables and other materials safely and according to organisational procedures and practices
6. report environmental incidents promptly and accurately and in accordance with organisational procedures and practices.

Outcome 2 Be able to use and communicate data and information

The learner can:

1. report pollution incidents to the correct people
2. refer matters outside responsibility to the correct person
3. keep accurate, legible, complete and up to date records on routine and non-routine matters.

Outcome 3 Be able to resolve environmental problems that occur

The learner can:

1. handle pollution incidents in accordance with organisational procedures and practices
2. resolve unsound environmental behaviour in accordance with own responsibilities and workplace procedures
3. resolve day-to-day problems within own area of responsibility.

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 etc Act 1974
2. explain the 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 environmental good practice.

The learner can:

1. state the methods for minimising environmental impact during work, including the storage of waste and how to recognise and resolve pollution incidents
2. describe the suitable choice of materials and equipment given the nature of the work activity, and its potential impact on the environment
3. explain the ways in which tools and materials should be used in order to minimise environmental impact
4. describe the organisational and legislative requirements in terms of minimising environmental impact
5. state the types of damage that may occur, the impact this can have on the environment, and the corrective actions to be taken
6. explain how to recognise major incidents and the importance of prompt and accurate reporting
7. describe the limits of your own capabilities with regard to pollution incidents.

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

Unit 304 Select and use containers for recyclables and other materials

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 etc 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
7. describe the importance of loading and unloading containers to and from vehicles safely
8. describe the importance of selecting and using appropriate personal protective equipment correctly
9. explain how to operate handling equipment correctly
10. describe the different forms of recyclable and other materials and correct methods of storage for transporting
11. explain how to transport and store equipment and materials safely
12. describe the relationship between security and safety within the workplace
13. explain how and why accidents should be reported.

Unit 305

Sort and prepare recyclables and other materials

Level: 3
Credit value: 6
UAN: A/602/0910

Unit aim

This unit is designed for the learner to demonstrate competence in sorting and preparing recyclables and other materials. The learner must ensure that recyclables and other materials are the correct quality and that any documentation is completed. The learner must also be able to identify materials which are suitable for recycling.

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 sort recyclables and other materials
3. Be able to use and communicate data and information
4. Be able to resolve problems which could affect the task at hand
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 sort and prepare recyclables and other materials.

Guided learning hours

It is recommended that **34** 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 RA2.10.

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 305 Sort and prepare recyclables and other materials

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 sort recyclables and other materials

The learner can:

1. identify materials that are suitable and confirm that they conform to the required quality standards
2. carry out the required sorting methods in accordance with organisational procedures and practices
3. identify materials suitable for recycling and those that cannot be recycled in accordance with organisational procedures and practices
4. deal with superfluous material
5. prepare, check, maintain and use equipment for sorting materials for recycling
6. use equipment and materials in accordance with organisational procedures and practices
7. move any equipment and materials in accordance with organisational procedures and practices and store them correctly
8. handle recyclables and other materials in accordance with organisational procedures and practices
9. maintain the safety of 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 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 records on routine and non-routine matters and ensure they are legible and complete.

Outcome 4 Be able to resolve problems which could affect the task at hand

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. act on incidents during operations promptly and in accordance with organisational procedures and practices
4. refer matters outside own responsibility to the designated people.

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 etc 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 sort and prepare recyclables and other materials.

The learner can:

1. explain 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 maintaining the safety of the workplace
3. state own role and responsibilities for health and safety in the workplace under organisational policy and legislation
4. explain the importance of following manufacturers and organisational instructions and the potential consequences and risks of not doing so
5. state the different methods of sorting recyclables and other materials
6. state own role and responsibilities during sorting work
7. identify the materials that are not suitable to be recycled, explain the reasons why and how to deal with superfluous material
8. explain the importance of asking for assistance if there is a problem
9. state the types of personal protective equipment required during sorting work
10. state the equipment needed to sort materials for recycling and how to prepare, check, maintain and use it.

Unit 306

Organise the promotion of additional services or products to customers

Level: 3
Credit value: 7
UAN: D/601/1231

Unit aim

This unit is about expanding and extending the relationship with your customers by persuading them to make use of additional services and products that you can offer. Your services or products will remain viable only if they are used by customers. The unit covers the way you organise customer service to promote additional use of your services or products by communicating with customers and then delivering those services or products effectively. It is also about monitoring your successes and failures and recognising the best way to approach your customers with additional services or products for the future. You need to show that you are promoting the services or products by encouraging more people to use them.

Learning outcomes

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

1. Be able to offer additional services or products
2. Be able to organise support to promote use of additional services or products
3. Be able to monitor the promotion of additional services or products
4. Understand how to organise and promote services or products to customers.

Guided learning hours

It is recommended that **47** 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 A15

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 306 Organise the promotion of additional services

Assessment Criteria

Outcome 1 Be able to offer additional services or products

The learner can:

1. offer additional services or products to customers
2. identify the benefits of offering additional services or products for customers and the organisation
3. explain the features and benefits of additional services or products to customers
4. identify ways of encouraging customers to ask about additional services or products.

Outcome 2 Be able to organise support to promote use of additional services or products

The learner can:

1. discuss with others ways of promoting additional services or products to customers
2. implement procedures to ensure that customers interested in additional services or products are dealt with promptly
3. promote services or products which will suit customers but which are supplied from outside their own area of the organisation
4. help customers to access services or products which are supplied outside of their own area of the organisation.

Outcome 3 Be able to monitor the promotion of additional services or products

The learner can:

1. devise methods to inform customers about additional services or products
2. use different methods to inform customers about additional services and products and record successes and failures against each method
3. use their record of successes and failures to identify the best approach for offering additional services or products
4. share information with others regarding the best approach to take when offering additional services or products to customers.

Outcome 4 Understand how to organise and promote services or products to customers.

The learner can:

1. describe their organisation's procedures and systems for encouraging the use of additional services or products
2. explain how the use of additional services or products will benefit their customers
3. describe the main factors that influence customers to use their services or products
4. explain how to introduce additional services or products to customers outlining their benefits, overcoming reservations and agreeing to provide the additional services or products
5. describe how to give appropriate, balanced information to customers about services or products.

Unit 307

Plan and maintain transport operations for recycling activities

Level: 3
Credit value: 7
UAN: F/602/0519

Unit aim

This unit is about planning and maintaining transport operations in the recycling sector.

Learning outcomes

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

1. Be able to plan and maintain transport operations
2. Be able to use and communicate data and information
3. Be able to resolve problems that could affect transport operations
4. Be able to work in a manner which underpins effective performance
5. Understand the regulations, procedures and requirements for recycling
6. Understand transport operations for recycling activities.

Guided learning hours

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

Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.7

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSCC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 307 Plan and maintain transport operations for recycling activities

Assessment Criteria

Outcome 1 Be able to plan and maintain transport operations

The learner can:

1. assess and quantify the loads to be moved and ensure that the resources are available
2. organise loads and routes to make optimum use of resources
3. confirm routes and operating schedules with recipients and colleagues
4. use previous experience and data to help the planning process
5. take account of external constraints
6. take into account organisational constraints
7. check plans to make sure they comply with organisational requirements
8. resolve any problems which may arise during the transport operations and prepare contingency plans
9. prepare all documents which are specified as necessary by the organisation
10. resolve problems which arise in transit
11. make sure work activities meet legal, organisational, and recipient's requirements.

Outcome 2 Be able to use and communicate data and information

The learner can:

1. maintain effective communication, collect data to monitor and evaluate transport movements to improve operational efficiency
2. report environmental incidents promptly and accurately in accordance with approved procedures and practices
3. report promptly, to the appropriate people, unsound environmental practices
4. maintain records and data accordingly to meet organisational and legal requirements.

Outcome 3 Be able to resolve problems that could affect transport operations

The learner can:

1. resolve routine problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures
3. report to the correct personnel any situations that require additional intervention
4. report pollution incidents to correct people.

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 encouragement and support to others.

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 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 transport operations for recycling activities.

The learner can:

1. describe the legislative requirements in relation to the movement of recyclable materials
2. describe the legislative and organisational requirement regarding agreements and contracts
3. describe the importance of effective planning in the movement of recyclables and other materials
4. explain how to plan to meet the organisation's objectives
5. explain how to identify and resolve problems
6. explain how to communicate effectively
7. describe the types of information needed to evaluate transport efficiency
8. explain different means of gathering information
9. explain how to monitor the transport plan effectively.

Unit 308

Conduct a health and safety risk assessment of the workplace

Level: 3
Credit value: 6
UAN: H/601/6687

Unit aim

This unit is for people carrying out a risk assessments in the workplace. This could be an employer, line manager, supervisor, safety representative or employee.

This unit is about the competences needed to identify hazards in the workplace, to make recommendations to control the risk and to review the results.

Learning outcomes

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

1. Be able to prepare for a workplace risk assessment
2. Be able to identify hazards in the workplace
3. Be able to conduct a risk assessment of the workplace
4. Be able to review risk assessment
5. Know the employers responsibility for risk assessments as required by current legislation.

Guided learning hours

It is recommended that **32** 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 HSS6.

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 308 Conduct a health and safety risk assessment of the workplace

Assessment Criteria

Outcome 1 Be able to prepare for a workplace risk assessment

The learner can:

1. evaluate the workplace to decide areas for risk assessment
2. select the method of hazard identification appropriate to the workplace being assessed and in line with legal requirements
3. list the hazards in a way which meets legal, good practice and workplace requirements
4. recognise own limitations and seek expert advice and guidance on operational controls when appropriate.

Outcome 2 Be able to identify hazards in the workplace

The learner can:

1. make sure the hazard investigation fully identifies those areas in the workplace where hazards with a potential for serious harm to health and safety are most likely to occur with impact on:
 - a) people in the workplace
 - b) other people.

Outcome 3 Be able to conduct a risk assessment of the workplace

The learner can:

1. carry out risk assessment of the hazards identified using appropriate documentation
2. assess the level of risk and how risks can be controlled to minimise harm
3. assess the level of risk, identifying those that could not be eliminated
4. prioritise hazards which could result in serious harm to people at work and other people
5. identify control measures and implement and record them, include actions with expected completion dates
6. identify changes to policies and practices resulting from the risk assessment
7. deliver findings of the risk assessment with actions identified.

Outcome 4 Be able to review risk assessment

The learner can:

1. instigate a review that compares the latest risk assessment to current workplace and working practices and identify any significant differences between previous and new working practices
2. plan action to be taken resulting from the findings and:
 - a) identify new hazards arising from change
 - b) make changes to the risk assessment to include them
 - c) promptly inform everyone affected by the changes.

Outcome 5 Know the employers responsibility for risk assessments as required by current legislation.

The learner can:

1. explain own responsibilities for health and safety as defined by current legislation and:
 - a) specific legislation covering own job role
 - b) particular health and safety risks which may affect own job role and precautions required
2. identify resources for the risk assessment to take place and:
 - a) how and where to find expert advice and guidance.
 - b) the work areas and people for whom the learner is carrying out the risk assessment.
 - c) the work activities of the people in the workplace where the learner is carrying out the risk assessment
3. describe the purpose, legal implications and importance of carrying out risk assessments and:
 - a) the methods of identifying hazards including direct observation, examining records and conducting interviews
 - b) the workplace hazards most likely to cause harm.
 - c) the importance of remaining alert to the presence of hazards in the workplace
 - d) the importance of dealing with or promptly reporting risks
4. apply effective communication methods.

Unit 309

Control the movement of recyclables and other materials

Level: 3
Credit value: 7
UAN: K/602/0904

Unit aim

This unit is designed for the candidate to demonstrate competence in controlling the collection and movement of recyclables and other materials. The candidate must monitor the vehicle, or plant, and its load, follow programmes of work and report any changes to schedules to the appropriate person.

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 collect and move recyclables and other materials
3. Be able to use and communicate data and information
4. Be able to resolve problems that could affect the movement of recyclable materials
5. Be able to work in a manner which underpins effective performance
6. Understand the regulation procedures and requirements for recycling
7. Know how to collect and move recyclables and other materials.

Guided learning hours

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

Details of the relationship between the unit and relevant national standards

This unit is linked to the RA2.14

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 309 Control the movement of recyclables and other materials

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 collect and move recyclables and other materials

The learner can:

1. monitor vehicle or plant performance and load condition
2. investigate, remedy within limits of own authority, record and report variation
3. follow organisational procedures and practices in the event of accident, breakdown, or other problems arising
4. identify actual and potential significant deviations from operating schedules
5. take decisions to amend the agreed route within the scope of responsibility and promptly report to the correct person
6. use equipment and materials in accordance with organisational procedures and practices
7. move and store equipment and materials correctly and in accordance with organisational procedures and practices
8. handle recyclable and other materials in accordance with organisational procedures and practices
9. maintain the safety of the working environment 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
2. provide health and safety information to others in accordance with organisational procedures and practices
3. report variations to the schedule to the correct person
4. keep accurate and up to date records on routine and non-routine matters, and ensure they are legible and complete.

Outcome 4 Be able to resolve problems that could affect the movement of recyclable materials

The learner can:

1. resolve unsafe behaviour in accordance with own responsibilities and workplace procedures
2. restore operating schedules within the limits of authority and report to the correct person
3. resolve routine problems within own area of responsibility
4. refer matters outside own responsibility.

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

Assessment Criteria

The learner can:

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

Outcome 6 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 organisational accident and incident recording and reporting procedures.

Outcome 7 Know how to collect and move recyclables and other materials.

The learner can:

1. describe the potential hazards in the workplace and the risks those hazards pose
2. describe the organisational procedures and practices with regard to ensuring the safety of the workplace
3. state own role and responsibilities for health and safety in the workplace under organisational policy and legislation
4. state the methods of checking vehicle performance and describe load characteristics and effects on vehicle performance
5. explain how to identify variances, record and remedy them
6. explain the procedures for accident, breakdown or other problems
7. describe the routes and operating schedules required in the movement of recyclables and other materials
8. describe the lines and methods of effective communication within area of own responsibility
9. explain the nature and characteristics of loads
10. state who to report problems to
11. Explain how to transport and store equipment and materials safely.

Unit 310

Set objectives and provide support for team members

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

Unit aim

This unit helps learners to set and support individuals and teams to achieve objectives.

Learning outcomes

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

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

Guided learning hours

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

Details of the relationship between the unit and relevant national standards

This unit is linked to the MSC B5 Provide leadership for your team.

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 310 Set objectives and provide support for team members

Assessment Criteria

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

The learner can:

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

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

The learner can:

1. discuss with team members how team objectives will be met
2. ensure team members participate in the planning process and think creatively
3. develop plans to meet team objectives
4. set SMART personal work objectives with team members.

Outcome 3 Be able to support team members identifying opportunities and providing support

The learner can:

1. identify opportunities and difficulties faced by team members
2. discuss identified opportunities and difficulties with team members
3. provide advice and support to team members to overcome identified difficulties and challenges
4. provide advice and support to team members to make the most of identified opportunities.

Outcome 4 Be able to monitor and evaluate progress and recognise individual and team achievement.

The learner can:

1. monitor and evaluate individual and team activities and progress
2. provide recognition when individual and team objectives have been achieved.

Unit 311

Control activities for the processing and storage of recyclables and other materials

Level: 3
Credit value: 5
UAN: M/602/0533

Unit aim

This unit is about making sure the work carried out complies with relevant legislation.

Learning outcomes

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

1. Be able to monitor work carried out at the recycling processing or storage site
2. Be able to control work practices and make sure they are understood and followed
3. Be able to use and communicate data and information
4. Be able to resolve problems which could affect the sorting and storage of recyclable materials
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 control operations for the processing or storage of recyclables and other materials.

Guided learning hours

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

Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.32

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 311 Control activities for the processing and storage of recyclables and other materials

Assessment Criteria

Outcome 1 Be able to monitor work carried out at the recycling processing or storage site

The learner can:

1. monitor work activities and methods and ensure they are carried out in accordance with organisational procedures and practices
2. establish a programme of work to achieve the standards required for processing or storage operations
3. follow organisational procedures to identify hazards and risks to safety, health and the environment are minimised
4. make sure resources are available and operational to carry out work activities.

Outcome 2 Be able to control work practices and make sure they are understood and followed

The learner can:

1. communicate programmes of work and operational instructions to all staff
2. make sure personnel comply with site operational procedures
3. make sure that personnel comply with systems of work.

Outcome 3 Be able to use and communicate data and information

The learner can:

1. follow operational and organisational procedures for communicating information to other people
2. maintain records in accordance with operational and organisational requirements
3. inform correct personnel of any circumstance where information is incorrect.

Outcome 4 Be able to resolve problems which could affect the sorting and storage of recyclable materials

The learner can:

1. resolve day-to-day problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures
3. report any situations that require additional intervention to the appropriate personnel.

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

The learner can:

1. show vigilance to potential risks and hazards
2. demonstrate the use of different leadership styles in response to individual circumstances.

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 etc 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 control operations for the processing or storage of recyclables and other materials.

The learner can:

1. describe the legislation, regulations and codes of practice applicable to safety, health and environment
2. describe the sorts of processing/storage processes suitable for the recyclables and other materials received on site, and the use and limitations of these
3. describe the handling implications of the recyclables and other materials processed/stored on site
4. describe the risks to safety, health and the environment arising from the treatment of recyclables and other materials and the procedures required to minimise and manage risk
5. explain how to communicate operational instructions orally and in writing
6. describe the importance of checking people's understanding of operational instructions and how to do this
7. describe the technical skills needed for the processing/storage operations carried out on site.

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

Unit aim

This unit helps learners to plan and allocate the work of a team. It also covers how to support, monitor and improve team performance.

Learning outcomes

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

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

Guided learning hours

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

Details of the relationship between the unit and relevant national standards

This unit is linked to the MSC Units D5 and D6

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 312 Plan, allocate and monitor work of a team

Assessment Criteria

Outcome 1 Be able to plan work for a team

The learner can:

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

Outcome 2 Be able to allocate work across a team

The learner can:

1. discuss team plans with a team
2. agree work allocation and SMART (specific, measurable, achievable, realistic and time-bound) objectives with team members
3. agree standard of work required by team

Outcome 3 Be able to manage team members to achieve team objectives

The learner can:

1. support all team members in order to achieve team objectives

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

The learner can:

1. assess team members' work against agreed standards and objectives
2. identify and monitor conflict within a team
3. identify causes for team members not meeting team objectives

Outcome 5 Be able to improve the performance of a team

The learner can:

1. identify ways of improving team performance
2. provide constructive feedback to team members to improve their performance
3. implement identified ways of improving team performance

Unit 401

Control maintenance and other engineering operations for recycling activities

Level: 4
Credit value: 9
UAN: H/602/0528

Unit aim

This unit is about controlling maintenance and other engineering operations on recycling activities. It requires the production of maintenance schedules and giving clear instructions to those responsible for carrying them out. It involves monitoring work to ensure it complies with contractual and legal requirements.

Learning outcomes

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

1. Be able to control maintenance and other engineering operations for recycling activities
2. Be able to use and communicate data and information
3. Be able to resolve problems that could affect maintenance and other operations
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 control maintenance and other engineering operations

Guided learning hours

It is recommended that **55** 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 RA3.4.24

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 401 Control maintenance and other engineering operations for recycling activities

Assessment Criteria

Outcome 1 Be able to control maintenance and other engineering operations for recycling activities

The learner can:

1. confirm the maintenance activities that are required to achieve requirements and use the data to draw up the most suitable programme
2. schedule the time and resources available for undertaking the maintenance activities identified
3. produce maintenance schedules capable of meeting all relevant requirements and comply with legislation
4. plan own schedules to meet the requirements of external bodies and equipment manufacturers
5. produce contingency plans which take account of potential difficulties
6. specify and record the maintenance schedule in accordance with organisational procedures
7. implement procedures for test certificates and operator certificates to keep up-to-date
8. ensure those responsible for maintenance and other engineering activities will have the necessary resources available to carry out work to the required standard.

Outcome 2 Be able to use and communicate data and information

The learner can:

1. communicate the maintenance schedules to the people involved in implementing them and to others who would be affected by them
2. provide clear and accurate instructions to those responsible for maintenance and other engineering activities and check understanding of requirements
3. review the frequency, nature and causes of breakdowns regularly and use the information to resolve the problems and prevent failures
4. follow organisational procedures for communicating information to other people
5. maintain records in accordance with organisational requirements
6. check with correct personnel any circumstance where information appears to be incorrect.

Outcome 3 Be able to resolve problems that could affect maintenance and other operations

The learner can:

1. resolve routine problems within the responsibility of the job role
2. refer problems and conditions, outside the responsibility of the job role, to the correct personnel using organisational procedures
3. report to the correct personnel any situations that require additional intervention.

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 encouragement and support for others.

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 etc Act 1974
2. explain the 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 Know how to control maintenance and other engineering operations

The learner can:

1. describe the legislation applicable to maintenance and other engineering activities
2. describe the maintenance activities required for the plant, systems, equipment, vehicles, buildings and structures for own area of responsibility
3. describe the requirements for statutory testing of equipment and operator certificates
4. describe the time and resources needed for the required maintenance activities
5. describe the factors to be taken into account when scheduling maintenance activities, including any insurance company requirements
6. explain what difficulties might occur when implementing maintenance activities and what should be included in contingency plans
7. describe the importance of checking people's understanding of instructions
8. describe the technical skills needed for the maintenance and engineering activities carried out on own site, how to check that the people involved have the required skills and what to do in response to a perceived skills deficit
9. explain the system for allocating contracts and permits to work and own role and responsibility in relation to these
10. describe the terms and conditions of contracts for own area of responsibility, including any insurance policy conditions regarding contract work
11. explain the quality assurance systems that are being used for the maintenance and other engineering activities
12. describe the organisational procedures and legal requirements for environmental protection and safe working practices
13. describe the importance of enforcing procedures for quality, safety and environmental protection and the actions to take in response to deviations from these
14. describe the organisational or site procedures and requirements for reporting faults and initiating repairs
15. describe the factors that increase the likelihood of breakdowns and action to take to prevent or reduce these, including the relationship between breakdowns and planned maintenance
16. describe the organisational procedures for implementation, control and completion of contracts
17. describe the recording systems used for maintenance schedules and records, permits to work and other contract information
18. describe the safe handling procedures.

Unit 402

Monitor and control the efficient resources for the processing or storage of recyclables and other materials

Level: 4
Credit value: 9
UAN: J/602/0523

Unit aim

This unit is about monitoring and controlling the effective use of resources during recycling activities. It requires liaison with others to make sure recommendations for resources are correct for requirements and are used efficiently.

Learning outcomes

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

1. Be able to recommend the resources needed by the team to meet agreed objectives
2. Be able to monitor and control the use of resources
3. Be able to resolve problems arising from resource issues
4. Be able to use and communicate data and information
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 use resources effectively.

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 RA3.4.5

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 402 Monitor and control the efficient resources for the processing or storage of recyclables and other materials

Assessment Criteria

Outcome 1 Be able to recommend the resources needed by the team to meet agreed objectives

The learner can:

1. prepare recommendations for the short and medium term, which take account of developments likely to affect the use of resources
2. make sure resource recommendations are consistent with team and organisational objectives
3. make sure resource recommendations indicate the potential benefits expected from the planned use of resources
4. give other people the opportunity to contribute information on the resources the team needs
5. present recommendations clearly and concisely to team members and other colleagues or managers according to organisational procedures.

Outcome 2 Be able to monitor and control the use of resources

The learner can:

1. give team members opportunities to take individual responsibility for the efficient use of resources
2. monitor resource use for quality, efficiency and potential impact on the environment
3. monitor resources to maintain consistency in product and service delivery
4. make recommendations to improve the use of resources
5. make sure records relating to the use of resources are complete, accurate, and available to the correct people only.

Outcome 3 Be able to resolve problems arising from resource issues

The learner can:

1. modify the use of resources or alter activities when and where problems arise
2. renegotiate the allocation of resources to maintain continuing efficient usage.

Outcome 4 Be able to use and communicate data and information

The learner can:

1. report environmental incidents promptly and accurately in accordance with procedures and practices
2. report promptly, to the correct people, unsound environmental practices
3. follow organisational procedures for communicating information to other people
4. maintain records in accordance with organisational requirements
5. check with correct personnel any circumstance where information appears to be incorrect.

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 encouragement and support to others.

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 use resources effectively.

The learner can:

1. explain how to analyse the use of resources in the past, and use the results to make recommendations on more effective use of resources in the future
2. explain how to communicate effectively with team members, other colleagues and line managers on resource management
3. explain how to develop and argue an effective case for changes in the management of resources
4. explain how to enable people to identify and communicate the resources they need
5. describe the team and organisation objectives regarding the use of resources
6. describe the procedures for making recommendations on the use of resources
7. explain the trends and developments which may influence the future use of resources and how to plan for these
8. describe the importance of effective management of resources to the team
9. describe the principles underpinning the effective and efficient management of resources
10. explain the importance of keeping accurate records
11. explain how to encourage others to take responsibility for the control of resources in their own area of work
12. describe the problems which may occur with resources and how they can be dealt with
13. explain how to monitor and control the use of resources to maximise efficiency, whilst maintaining the quality of the products and services.

Unit 403

Manage the collection of recyclables and other materials

Level: 4
Credit value: 7
UAN: K/602/0532

Unit aim

This unit is about using procedures to manage and control collection activities. It involves taking steps to ensure the work minimises harm to the environment.

Learning outcomes

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

1. Be able to manage the collection of recyclables and other materials
2. Be able to control situations that could have a negative impact on the environment
3. Be able to use and communicate data and information
4. Be able to resolve problems that could affect the collection of recyclables and other materials
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 manage the collection of recyclables.

Guided learning hours

It is recommended that **28** 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 RA3.4.18

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 403 Manage the collection of recyclables and other materials

Assessment Criteria

Outcome 1 Be able to manage the collection of recyclables and other materials

The learner can:

1. implement procedures to monitor the quantity and quality of materials collected
2. make sure organisational procedures for rejecting recyclables and other materials remain effective
3. make sure recyclables and other materials requiring specific handling are dealt with correctly
4. revise procedures where monitoring data indicates changes or improvements are required
5. monitor the completion and accuracy of documentation relating to the collection process
6. make sure management of records meet organisational and legislative requirements.

Outcome 2 Be able to control situations that could have a negative impact on the environment

The learner can:

1. make sure systems and procedures are in place, and working effectively, for operatives to be able to identify potential or actual environmental impacts.

Outcome 3 Be able to use and communicate data and information

The learner can:

1. report environmental incidents promptly and accurately in accordance with approved procedures and practices
2. report promptly, to the correct people, unsound environmental practices
3. follow operational and organisational procedures for communicating information to other people
4. maintain records in accordance with operational and organisational requirements
5. check with correct personnel any circumstance where information appears to be incorrect.

Outcome 4 Be able to resolve problems that could affect the collection of recyclables and other materials

The learner can:

1. resolve routine problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures
3. report to the correct personnel any situations that require additional intervention.

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 encouragement and support to others.

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 manage the collection of recyclables.

The learner can:

1. explain how to apply the legislation that applies to recycling and other materials
2. explain the identification procedures for recyclables and other materials
3. describe the implications of handling recyclables and other materials
4. state the emergency procedures
5. describe ways of communicating with personnel.

Unit 404

Develop and implement a risk assessment plan in own area of responsibility

Level: 4
Credit value: 6
UAN: L/600/9703

Unit aim

This unit is about developing and implementing an effective risk assessment plan in your own area of responsibility. This involves systematically identifying, evaluating and prioritising potential risks and communicating information to enable appropriate decisions and actions to be taken. It also involves developing a plan in which individuals are risk aware but are not afraid of taking decisions and undertaking activities which involve acceptable levels of risk.

Learning outcomes

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

1. Understand the legal requirements and personal responsibilities for health and safety within an organisation
2. Be able to promote the importance of health and safety practices
3. Be able to ensure that hazards and risks are identified and managed in own area of responsibility
4. Be able to monitor and review health and safety performance and policy in own area of responsibility.

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 B10.

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 404 Develop and implement a risk assessment plan in own area of responsibility

Assessment Criteria

Outcome 1 Understand the legal requirements and personal responsibilities for health and safety within an organisation

The learner can:

1. state the legal requirements that apply to own role in relation to health and safety
2. consult with specialist advisor(s) on health and safety policy and procedures
3. explain an organisation's health and safety responsibilities
4. describe health and safety responsibilities in own area of responsibility.

Outcome 2 Be able to promote the importance of health and safety practices

The learner can:

1. communicate an organisation's written health and safety policy to individuals within own area of responsibility
2. allocate sufficient resources to deal with health and safety issues in own area of responsibility.

Outcome 3 Be able to ensure that hazards and risks are identified and managed in own area of responsibility

The learner can:

1. consult with colleagues on health and safety hazards and risks in own area of responsibility
2. assess health and safety hazards and risks in own area of responsibility
3. identify hazards and risks that require action to be taken to ensure compliance with legal and organisational requirements
4. develop and implement a plan in own area of responsibility.

Outcome 4 Be able to monitor and review health and safety performance and policy in own area of responsibility.

The learner can:

1. establish procedures that monitor health and safety performance in own area of responsibility
2. review the health and safety performance of own area of responsibility
3. review the health and safety policy in own area of responsibility.

Unit 405

Build and maintain effective customer relations

Level: 4
Credit value: 8
UAN: L/601/1239

Unit aim

Building and developing effective customer relations is a vital aspect of customer service. Strong customer relations will help your organisation to identify and understand your customers' expectations, encourage a way of working that is based on partnership and mutual trust, and establish and maintain customer loyalty. This unit is about establishing and maintaining such relations. For some organisations this means encouraging loyalty and repeat business from large numbers of customers. For others it is all about nurturing and relating to a smaller number of valued customers who make an important strategic contribution to your organisation's success. This unit is for you only if you are in a position to influence the way your organisation determines the level of service offered to different customers.

Learning outcomes

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

1. Be able to establish effective customer relations
2. Be able to maintain and develop effective customer relations
3. Understand how to build and maintain customer relations.

Guided learning hours

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

Details of the relationship between the unit and relevant national standards

This unit is linked to the B15.

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 405 Build and maintain effective customer relations

Assessment Criteria

Outcome 1 Be able to establish effective customer relations

The learner can:

1. identify the types of customers with whom they should build longer term customer relations and promote loyalty
2. communicate with these customers so that they know they are important to the organisation
3. explain their role, the purpose of making contact and the mutual benefits of building a longer term relationship
4. make it clear that they welcome two-way communication about customer expectations.

Outcome 2 Be able to maintain and develop effective customer relations

The learner can:

1. keep customers informed and accept criticism from customers openly and constructively
2. regularly assess whether customer expectations are being consistently met
3. use their influence and authority in their own organisation to ensure that customer needs are being met and, where possible, exceeded
4. collect feedback from customers and staff to ensure that solutions are being provided that result in customer satisfaction
5. analyse customer relations and propose changes that will develop longer term loyalty to people with authority in their organisation.

Outcome 3 Understand how to build and maintain customer relations.

The learner can:

1. identify and prioritise types of customers with whom they should be building a longer term relationship
2. describe the most appropriate method of establishing relationships with customers targeted for longer term relationships
3. explain the importance of effective communication skills when dealing with customers
4. explain how to explore and agree with customers the mutual benefits of maintaining and developing a longer term relationship
5. explain how to communicate with customers, especially when they are dissatisfied with products and services
6. explain how to negotiate with customers in a way that balances customer expectations with the expectations of their own organisation
7. describe the types of compromises that would be acceptable to their organisation when meeting customer expectations
8. explain how to use their influence and authority in their organisation to meet or exceed customer expectations
9. describe methods of monitoring customer satisfaction appropriate to their level of authority in the organisation.

Unit 406

Support learning and development within own area of responsibility

Level: 4
Credit value: 5
UAN: M/600/9676

Unit aim

This unit helps learners to understand the importance of learning and to develop a learning environment within own area of responsibility.

Learning outcomes

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

1. Be able to identify the learning needs of colleagues in own area of responsibility
2. Understand how to develop a learning environment in own area of responsibility
3. Be able to support colleagues in learning and its application
4. Be able to evaluate learning outcomes and future learning and development of colleagues.

Guided learning hours

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

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 406 Support learning and development within own area of responsibility

Assessment Criteria

Outcome 1 Be able to identify the learning needs of colleagues in own area of responsibility

The learner can:

1. identify gaps between requirements of colleagues' current or future work roles and their existing knowledge, understanding and skills
2. prioritise learning needs of colleagues
3. produce personal development plans for colleagues in own area of responsibility.

Outcome 2 Understand how to develop a learning environment in own area of responsibility

The learner can:

1. explain the benefits of continual learning and development
2. explain how learning opportunities can be provided for own area of responsibility.

Outcome 3 Be able to support colleagues in learning and its application

The learner can:

1. identify information, advice and guidance to support learning
2. communicate to colleagues to take responsibility for their own learning
3. explain to colleagues how to gain access to learning resources
4. support colleagues to practise and reflect on what they have learned.

Outcome 4 Be able to evaluate learning outcomes and future learning and development of colleagues.

The learner can:

1. examine with each colleague, whether the learning activities undertaken have achieved the desired outcomes
2. support colleagues when updating their personal development plan.

Unit 501** Recruit staff in own area of responsibility

This unit has been replaced by unit 801. Learners registered before 1st July 2017 should use this unit. Learners registered after 1st July 2017 should use unit 801.

Level: 5
Credit value: 4
UAN: T/600/9663

Unit aim

This unit is mainly about recruiting and selecting people to undertake identified activities or work roles within your area of responsibility. It involves taking a fair and objective approach to recruitment and selection to ensure that individuals with the required skills, knowledge and understanding, and who are likely to perform effectively, are appointed. As recruitment and selection can be expensive and time-consuming activities, the unit also involves taking action to understand why colleagues are leaving and taking action to keep colleagues. Whilst you would be expected to draw on the expertise of personnel specialists, you are not expected to be a personnel specialist yourself. For the purposes of this unit, 'colleagues' means those people for whom you have line management responsibility.

Learning outcomes

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

1. Be able to review human resource requirements to meet business objectives in own area of responsibility
2. Understand the importance of ensuring that recruitment and selection processes meet legal, regulatory, ethical and social requirements
3. Be able to participate in the recruitment and selection process
4. Be able to evaluate the recruitment and selection process and identify improvements for the future

Guided learning hours

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

Details of the relationship between the unit and relevant national standards

This unit is linked to the national occupational standard D3 which belongs to the MSC – the standards setting body for management and leadership.

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 501 Recruit staff in own area of responsibility**

Assessment Criteria

Outcome 1 Be able to review human resource requirements to meet business objectives in own area of responsibility

The learner can:

1. examine the human resources required to meet objectives in own area of responsibility
2. identify gaps between current and required human resources to meet objectives
3. assess the options for human resource requirements to meet objectives.

Outcome 2 Understand the importance of ensuring that recruitment and selection processes meet legal, regulatory, ethical and social requirements

The learner can:

1. explain how to ensure recruitment and selection processes are fair
2. explain how to ensure that legal requirements, industry regulations, organisational policies and professional codes are met
3. explain when to seek specialist expertise throughout the recruitment process.

Outcome 3 Be able to participate in the recruitment and selection process

The learner can:

1. consult with relevant others to produce or update job descriptions
2. agree with colleagues the stages in the recruitment and selection process for identified vacancies
3. identify the methods and criteria that will be used in the recruitment and selection process.

Outcome 4 Be able to evaluate the recruitment and selection process and identify improvements for the future

The learner can:

1. assess and select candidates using agreed methods and criteria
2. evaluate the recruitment and selection methods and criteria used in own area of responsibility
3. identify ways of improving future recruitment and selection.

Unit 801** Recruit staff in own area of responsibility

This unit has replaced unit 501. Learners registered before 1st July 2017 should use unit 501. Learners registered after 1st July 2017 should use this unit.

Level: 5
Credit value: 4
UAN: L/615/8564

Unit aim

This unit is mainly about recruiting and selecting people to undertake identified activities or work roles within your area of responsibility. It involves taking a fair and objective approach to recruitment and selection to ensure that individuals with the required skills, knowledge and understanding, and who are likely to perform effectively, are appointed. As recruitment and selection can be expensive and time-consuming activities, the unit also involves taking action to understand why colleagues are leaving and taking action to keep colleagues. Whilst you would be expected to draw on the expertise of personnel specialists, you are not expected to be a personnel specialist yourself. For the purposes of this unit, 'colleagues' means those people for whom you have line management responsibility.

Learning outcomes

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

5. Be able to review human resource requirements to meet business objectives in own area of responsibility
6. Understand the importance of ensuring that recruitment and selection processes meet legal, regulatory, ethical and social requirements
7. Be able to participate in the recruitment and selection process
8. Be able to evaluate the recruitment and selection process and identify improvements for the future

Guided learning hours

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

Details of the relationship between the unit and relevant national standards

This unit is linked to the national occupational standard D3 which belongs to the MSC – the standards setting body for management and leadership.

Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC

Assessment

This unit will be assessed by:

- A portfolio of evidence

Unit 801 Recruit staff in own area of responsibility**

Assessment Criteria

Outcome 1 Be able to review human resource requirements to meet business objectives in own area of responsibility

The learner can:

4. examine the human resources required to meet objectives in own area of responsibility
5. identify gaps between current and required human resources to meet objectives
6. assess the options for human resource requirements to meet objectives.

Outcome 2 Understand the importance of ensuring that recruitment and selection processes meet legal, regulatory, ethical and social requirements

The learner can:

4. explain how to ensure recruitment and selection processes are fair
5. explain how to ensure that legal requirements, industry regulations, organisational policies and professional codes are met
6. explain when to seek specialist expertise throughout the recruitment process.

Outcome 3 Be able to participate in the recruitment and selection process

The learner can:

4. consult with relevant others to produce or update job descriptions
5. agree with colleagues the stages in the recruitment and selection process for identified vacancies
6. identify the methods and criteria that will be used in the recruitment and selection process.

Outcome 4 Be able to evaluate the recruitment and selection process and identify improvements for the future

The learner can:

4. assess and select candidates using agreed methods and criteria
5. evaluate the recruitment and selection methods and criteria used in own area of responsibility
6. identify ways of improving future recruitment and selection.

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** information on how to register for GOLA/e-volve assessments.

City & Guilds
Skills for a brighter future



www.cityandguilds.com

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

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WW-02-0748