

Levels 1, 2, 3 & 4 Diplomas in Recycling Activities (0748)

Candidate logbook



www.cityandguilds.com
March 2018
Version 5.1

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City & Guilds

1 Giltspur Street

London EC1A 9DD
T +44 (0)844 543 0033
F +44 (0)20 7294 2413

www.cityandguilds.com
learnersupport@cityandguilds.com

Levels 1, 2, 3 & 4 Diplomas in Recycling Activities (0748)

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Qualification title	Number	QAN
Level 1 Diploma in Recycling Activities	0748-10	(600/1536/6)
Level 2 Diploma for Sustainable Recycling Activities	0748-20	(600/1502/0)
Level 3 Diploma in Sustainable Recycling Activities - Supervisory	0748-30	(600/1006/X)
Level 4 Diploma in Management of Recycling Activities	0748-40	(600/1472/6)
Level 4 Diploma in Management of Recycling Activities: Small Scale Operations	0748-41	(600/1450/7)

Version and date	Change detail	Section
1.3 October 2017	Deleted QCF	Throughout
1.2 Dec 2011	Wording amended in rules of combination for 0748-40	About your candidate logbook
5.1 March 2018	Added Units 610 and 801 and amended a few assessment criteria of the new units.	Qualification structures and units.

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1 About your candidate logbook

1.1 Contact details

Candidate name	
Candidate enrolment no	
Centre name	
Centre number	
Start date	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

Your Assessor(s)	
Your Internal Verifier	
Quality Assurance Contact	

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete your qualification. It contains

- the units you need to achieve to complete your Diploma
- information about your responsibilities as a candidate
- forms you can use to record and organise your evidence.

It will also tell you:

- about your qualification
- what you need to do to complete your qualification
- who will help you.

About City & Guilds

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website [**www.cityandguilds.com**](http://www.cityandguilds.com).

The Diplomas in Recycling activities are nationally recognised qualifications gained in the workplace. They are based on National Occupational Standards, which are standards written by employers and experts in your industry.

When you achieve your qualification it will prove that you can work to the standards expected by employers in your industry. This qualification will show you are competent to do a job and have the skills, knowledge and understanding needed to do it well.

This qualification is assessed in the work place. Therefore, you should be carrying out the type of work involved in this qualification, or expect to carry it out in the future. If you are not in work, your centre will need to arrange a work placement for your assessment.

To achieve the **Level 1 Diploma in Recycling Activities (0748)** you must achieve a minimum of **38** credits. Once you have chosen a pathway, you should complete all of the mandatory units and the remaining credits must come from the optional units.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
Collection Pathway (complete all units)				
D/602/0916	103	Dispatch recyclables and other materials	Mandatory	5
K/602/0918	105	Collect recyclables and other materials	Mandatory	5
Y/602/0915	112	Assist in the safe operation of work vehicles during recycling operations	Mandatory	3
T/602/0887	216	Communicate with the public and others on recycling activities	Mandatory	3
Y/602/1076	219	Loading a waste transport vehicle	Mandatory	2
A/602/0907	304	Select and use containers for recyclables and other materials	Mandatory	6
Reception and Processing Pathway (Learners must complete all Mandatory units and a minimum of 16 credits from the optional units)				
R/502/6220	107	Sort and prepare recyclables and other materials for processing	Optional	8
T/602/0923	110	Prepare plant and equipment for processing recyclables and other materials	Optional	3
H/602/0917	206	Operate equipment for processing of recyclables and other materials	Optional	8
R/602/0914	215	Clean and maintain facilities and equipment for the processing of recyclables and other materials	Optional	3
A/602/0924	101	Assist in the maintenance of plant and equipment for processing recyclables and other materials	Optional	5
D/602/0916	103	Dispatch recyclables and other materials	Optional	5
T/502/6243	109	Comply with procedure to maintain security of facilities, equipment and materials within the recycling industry	Optional	4
Y/602/0915	112	Assist in the safe operation of work vehicles during recycling operations	Optional	3

M/602/0886	212	Encourage recycling services through promotion	Optional	2
M/602/0922	213	Operate and shut down processing plant	Optional	7
T/602/0887	216	Communicate with the public and others on recycling activities	Optional	3
Waste Electrical and Electronic Equipment (WEEE) Pathway (learners must complete 38 credits from the optional units)				
A/602/0924	101	Assist in the maintenance of plant and equipment for processing recyclables and other materials	Optional	5
D/602/0916	103	Dispatch recyclables and other materials	Optional	5
K/602/0918	105	Collect recyclables and other materials	Optional	5
R/502/6220	107	Sort and prepare recyclables and other materials for processing	Optional	8
T/502/6243	109	Comply with procedure to maintain security of facilities, equipment and materials within the recycling industry	Optional	4
T/602/0923	110	Prepare plant and equipment for processing recyclables and other materials	Optional	3
Y/602/0915	112	Assist in the safe operation of work vehicles during recycling operations	Optional	3
H/602/0917	206	Operate equipment for processing of recyclables and other materials	Optional	8
M/602/0886	212	Encourage recycling services through promotion	Optional	2
M/602/0922	213	Operate and shut down processing plant	Optional	7
R/602/0914	215	Clean and maintain facilities and equipment for the processing of recyclables and other materials	Optional	3
T/602/0887	216	Communicate with the public and others on recycling activities	Optional	3

To achieve the **Level 2 Diploma in Sustainable Recycling Activities (0748-20)**, learners must achieve a minimum of **37** credits, 22 credits from the mandatory units and a minimum of 15 credits from the optional units.

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
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

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
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 **37** credits, 32 credits from the mandatory units and a minimum of 5 credits 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 **37** credits, 34 credits from the mandatory units and a minimum of 3 credits from the optional units available.

Unit accreditation number	City & Guilds	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

Unit accreditation number	City & Guilds	Unit title	Mandatory/ optional for full qualification	Credit value
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 **37** credits, 34 credits from the mandatory units and a minimum of 3 credits from the optional units available.

Unit accreditation number	City & Guilds	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 **37** credits, 22 credits from the mandatory units and a minimum of 15 credits 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 (0748-30)**, learners must achieve a total of **46** credits. 35 credits must be achieved from the mandatory units and a minimum of 11 credits from the optional units available. Two units must be from optional group A and to units must be achieved from optional groups B.

Unit accreditation number	City & Guilds	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

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities (Collection) (0748-40)**, learners must achieve a minimum of **76** credits. 62 credits from the mandatory units and a minimum of 7 credits from the optional group A and a minimum of 7 credits from optional group B.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Mandatory	4
A/602/0552	316	Maintain protection of the environment during the collection of recyclables and other materials	Mandatory	4
K/602/0532	403	Manage the collection of recyclables and other materials	Mandatory	7
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
H/600/9674	407	Plan, allocate and monitor work in own area of responsibility	Mandatory	5
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9759	504	Monitor and review business processes	Mandatory	3
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional Group A	7
L/601/1239	405	Build and maintain effective customer relations	Optional Group A	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional Group A	10
J/600/9750	409	Plan and manage a project	Optional Group A	8
F/602/0519	307	Plan and maintain transport operations for recycling activities	Optional Group B	7
H/602/0528	401	Control maintenance and other engineering operations for recycling activities	Optional Group B	9

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities (Contractor) (0748-40)**, learners must achieve a minimum of **71** credits. 47 credits from the mandatory units and a minimum of 7 credits from the optional group A and a minimum of 17 credits from a minimum of 3 units from optional group B.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
H/600/9674	407	Plan, allocate and monitor work in own area of responsibility	Mandatory	5
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9759	504	Monitor and review business processes	Mandatory	3
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional Group A	7
L/601/1239	405	Build and maintain effective customer relations	Optional Group A	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional Group A	10
J/600/9750	409	Plan and manage a project	Optional Group A Optional Group B	8
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Optional Group B	4
R/602/0525	410	Prepare proposals and obtain contracts for recycling services	Optional Group B	13
M/602/0547	411	Manage contracts for recycling services	Optional Group B	5

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities (Processing) (0748-40)**, learners must achieve a minimum of **73** credits: 66 credits from the mandatory units and a minimum of 7 credits from the optional group.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
M/602/0533	311	Control activities for the processing and storage of recyclables and other materials	Mandatory	5
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Mandatory	4
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
H/600/9674	407	Plan, allocate and monitor work in own area of responsibility	Mandatory	5
L/602/0538	412	Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials	Mandatory	5
M/602/0550	413	Manage the reception of recyclables and other materials	Mandatory	5
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9759	504	Monitor and review business processes	Mandatory	3
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional	7
L/601/1239	405	Build and maintain effective customer relations	Optional	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional	10
J/600/9750	409	Plan and manage a project	Optional	8

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities (Procurement) (0748-40)**, learners must achieve a minimum of **74** credits. 47 credits from the mandatory units, a minimum of 7 credits from the optional group A and a minimum of 20 credits from a minimum of 3 units from optional group B.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
H/600/9674	407	Plan, allocate and monitor work in own area of responsibility	Mandatory	5
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9759	504	Monitor and review business processes	Mandatory	3
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional Group A	7
L/601/1239	405	Build and maintain effective customer relations	Optional Group A	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional Group A	10
J/600/9750	409	Plan and manage a project	Optional Group A	8
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Optional Group B	4
J/600/9750	409	Plan and manage a project	Optional Group B	8
D/602/0544	414	Award contracts for the supply of recycling activities	Optional Group B	8
L/602/0541	415	Manage Recycling contracts	Optional Group B	13

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities (Storage) (0748-40)**, learners must achieve a minimum of **76** credits: 69 credits from the mandatory units and a minimum of 7 credits from the optional group.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Mandatory	4
T/602/0534	317	Manage the sorting, storage and movement of recyclables and other materials	Mandatory	8
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
H/600/9674	407	Plan, allocate and monitor work in own area of responsibility	Mandatory	5
L/602/0538	412	Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials	Mandatory	5
M/602/0550	413	Manage the reception of recyclables and other materials	Mandatory	5
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9759	504	Monitor and review business processes	Mandatory	3
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional	7
L/601/1239	405	Build and maintain effective customer relations	Optional	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional	10
J/600/9750	409	Plan and manage a project	Optional	8

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities: Small Scale Operations (Collection) (0748-41)**, learners must achieve a minimum of **74** credits. 60 credits from the mandatory units, a minimum of 7 credits from the optional group A and a minimum of 7 credits from optional group B.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
A/601/5528	313	Getting the best out of staff in the business	Mandatory	3
T/500/4601	314	Recruit people for your business	Mandatory	3
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Mandatory	4
A/602/0552	316	Maintain the protection of the environment during the collection of recyclables and other materials	Mandatory	4
K/602/0532	403	Manage the collection of recyclables and other materials	Mandatory	7
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional Group A	7
L/601/1239	405	Build and maintain effective customer relations	Optional Group A	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional Group A	10
J/600/9750	409	Plan and manage a project	Optional Group A	8
F/602/0519	307	Plan and maintain transport operations for recycling activities	Optional Group B	7
H/602/0528	401	Control maintenance and other engineering operations for recycling activities	Optional Group B	9

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities: Small Scale Operations (Contractor) (0748-41)**, learners must achieve a minimum of **69** credits. 45 credits from the mandatory units, a minimum of 7 credits from the optional group A and a minimum of 17 credits from a minimum of 3 units from optional group B.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
A/601/5528	313	Getting the best out of staff in the business	Mandatory	3
T/500/4601	314	Recruit people for your business	Mandatory	3
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional Group A	7
L/601/1239	405	Build and maintain effective customer relations	Optional Group A	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional Group A	10
J/600/9750	409	Plan and manage a project	Optional Group A	8
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Optional Group B	4
J/600/9750	409	Plan and manage a project	Optional Group B	8
R/602/0525	410	Prepare proposals and obtain contracts for recycling services	Optional Group B	13
M/602/0547	411	Manage contracts for recycling services	Optional Group B	5

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities: Small Scale Operations (Processing) (0748-41)**, learners must achieve a minimum of **71** credits: 64 credits from the mandatory units, a minimum of 7 credits from the optional group.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
M/602/0533	311	Control activities for the processing and storage of recyclables and other materials	Mandatory	5
A/601/5528	313	Getting the best out of staff in the business	Mandatory	3
T/500/4601	314	Recruit people for your business	Mandatory	3
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Mandatory	4
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
L/602/0538	412	Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials	Mandatory	5
M/602/0550	413	Manage the reception of recyclables and other materials	Mandatory	5
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional	7
L/601/1239	405	Build and maintain effective customer relations	Optional	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional	10
J/600/9750	409	Plan and manage a project	Optional	8

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities: Small Scale Operations (Procurement) (0748-41)**, learners must achieve a minimum of **72** credits. 45 credits from the mandatory units, a minimum of 7 credits from the optional group A and a minimum of 20 credits from a minimum of 3 units from optional group B.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
A/601/5528	313	Getting the best out of staff in the business	Mandatory	3
T/500/4601	314	Recruit people for your business	Mandatory	3
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
R/502/6363	502	Manage and plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional Group A	7
L/601/1239	405	Build and maintain effective customer relations	Optional Group A	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional Group A	10
J/600/9750	409	Plan and manage a project	Optional Group A	8
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Optional Group B	4
J/600/9750	409	Plan and manage a project	Optional Group B	8
D/602/0544	414	Award contracts for the supply of recycling activities	Optional Group B	8
L/602/0541	415	Manage recycling contracts	Optional Group B	13

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities: Small Scale Operations (Storage) (0748-41)**, learners must achieve a minimum of **74** credits: 67 credits from the mandatory units and a minimum of 7 credits from the optional group.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
A/601/5528	313	Getting the best out of staff in the business	Mandatory	3
T/500/4601	314	Recruit people for your business	Mandatory	3
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Mandatory	4
T/602/0534	317	Manage the sorting, storage and movement of recyclables and other materials	Mandatory	8
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
L/602/0538	412	Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials	Mandatory	5
M/602/0550	413	Manage the reception of recyclables and other materials	Mandatory	5
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional	7
L/601/1239	405	Build and maintain effective customer relations	Optional	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional	10
J/600/9750	409	Plan and manage a project	Optional	8
M/600/9600	610**	Set Objectives and provide support for team members	Mandatory	5
L/615/8564	801**	Recruit staff in own area of responsibility	Option Group B	4

*Learners registered before 1st July 2017 should use this unit.

** Learners registered after 1st July 2017 should use this unit.

About the approved centre

Types of approved centre

Assessment for your qualification will be carried out at your centre. Your centre may be your place of work, a college, training provider or a combination of these.

City & Guilds approves centres to offer their qualifications and regularly monitors them to make sure they meet our quality standards and follow our assessment policies.

Centre responsibilities

Your centre is responsible for the administration of your qualification. Centre staff will

- register you with City & Guilds
- give you your City & Guilds enrolment number
- apply for your certificate(s) when you have completed your qualification or units.

Centres are also responsible for supporting you as your work towards your qualification.

Centres will

- carry out an initial assessment with you
- tell you about any learning or training (and resources) you will need to help you complete your qualification
- provide an induction programme to explain how the assessment process works
- produce an assessment plan for you.

Assessment roles

The following people at your centre will help you achieve your qualification.

The assessor

The assessor is the person you will have the most contact with as you work towards your qualification.

Your assessor will:

- help you identify any training you need
- agree an assessment plan with you
- help you plan and organise your workload and evidence
- observe you carrying out your job in the workplace over a period of time
- ask you questions about the work you do
- make decisions about your evidence
- judge when you are competent and meet the national standards
- give you feedback about your evidence and competence

Your assessor may be your manager or supervisor at work. You may have more than one assessor depending on which units of the qualification you take.

The internal verifier

The internal verifier maintains the quality of assessment within the centre.

The external verifier

The external verifier is employed by City & Guilds to ensure that your centre meets the required national standards for quality and assessment.

The mentor

The mentor is someone in your workplace who can help and support you as you are working towards your qualification but does not carry out assessments. They may be able to provide you with witness testimony for your qualification.

Witness

Witnesses do not judge your overall competence but may provide statements about your performance which can be used as evidence of your work.

Candidate role and responsibilities

Your responsibilities as a City & Guilds candidates are to

- provide your centre with your personal details so you can be registered with City & Guilds
- participate in an initial assessment and induction
- agree a personal assessment plan with your assessor
- collect and organise your evidence as agreed in your assessment plan
- attend regular meetings with your assessor to discuss your progress and to amend your plan when required
- meet with other centre and City & Guilds staff to talk about your evidence and qualification.
- make sure you understand and comply with Health and Safety law and regulations.

Your centre **may** ask you to agree and sign a learning contract with them to show how you will be assessed for your qualification.

Candidate enrolment number

Make sure you keep a note of your unique City & Guilds enrolment number on the front page of this logbook.

You will need this number again if you take any other City & Guilds qualifications. Using the same enrolment number helps City & Guilds keep a record of every unit and qualification you complete.

Moving to a new centre

If you change jobs or move to a new centre before you complete your qualification, you may be able to complete it at a new centre. Ask your centre to apply for any certificates of unit credit for you before you leave, and add them to your records.

A new centre will need your candidate enrolment number, your assessment records and evidence to help you complete your qualification.

Initial assessment

Before you start work on your qualification you will meet with your assessor to discuss what you need to do to complete your qualification. This can include

- checking you are taking the right level
- checking you have chosen suitable units
- identifying any training or learning you will need to help you gain your qualification
- agreeing an assessment plan
- signing a learning contract.

Skill scan

As part of this meeting, you will discuss the skills and knowledge you may already have, and decide how this can be used towards your Diploma in Recycling Activities. This process is sometimes called a Skill scan.

The assessment process

Once you have chosen your units you will make and agree an assessment plan with your assessor. This will show

- the units the plan covers
- when you will be assessed
- where the assessment will take place
- what you will be doing
- what evidence you will produce
- who will assess you.

The plan should also indicate the methods of assessment to be used to collect your evidence.

Evidence can include

- observation by your assessor
- products of your work
- projects and assignments
- questioning – this could be verbal, written or computer based
- peer reports
- witness testimonies.

Your centre will explain the different types of evidence to you in more detail. There is an assessment plan form you can use in this logbook.

This guidance is based on and amplifies the Policies and Principles for Awarding Asset Skills Competence Units.

Assessment Principles

- Assessment should normally be at the candidate's workplace. Where the opportunity to assess across the range of standards is unavailable, other comparable working environments may be used, following agreement from the External Verifier.
- A holistic approach towards the collection of evidence should be encouraged, assessing activities generated by the whole work experience rather than focusing on specific tasks. For example, if the candidate communicates with a customer whilst engaged in cleaning activities these can be assessed against both cleaning and customer service elements.
- Assessors can only assess in their acknowledged area of occupational competence.
- Assessors and Internal Verifiers will be registered with their Approved Centre and be accountable to the organisation for their assessment practice.
- The health and safety of customers and employees must be maintained throughout the assessment process. If any person carrying out assessment verification activities feels that due regard to health and safety is not being taken, they should refuse to continue with the activity(ies) until satisfied that the situation has been resolved.

Evidence requirements for the Diplomas in Recycling Activities

The units that make up this qualification may specify which documentation needs to be produced in some of the assessment criteria. This is however not always entirely clear and there should be some allowance for the ways in which different cleaning organisations work.

The primary source of evidence must be in the workplace. It is recommended that the assessment is holistic where possible and evidence should be referenced across all the units where it fits. The evidence provided must demonstrate that competency is consistent, reliable and repeatable. Evidence can be identified in the portfolio rather than having to appear in full but should be made available in a format that meets the quality assurance requirements of the awarding organisation.

Where items of evidence are confidential it is acceptable to remove information which allows individuals or organisations to be identified. Gaps can be filled by the use of personal statements and professional discussion.

Simulation/realistic working environment

This should be used only as a last resort and where allowed. See the principles of Assessment for a full definition of a realistic working environment it is, however, unlikely that this will be necessary for this qualification.

Witness testimony

Witness testimony should not form the main source of evidence. Centres must comply with City & Guilds guidance over the occupational competence and briefing of witnesses in the use of witness testimony.

Evidence of performance

In order to provide consistency across awarding organisations and centres the following guidance has been developed. **It does not mean that evidence must be provided or each type allowed.**

The following list gives suggested examples of the types of evidence which may be used to evidence performance:

Observation

Materials developed by the candidate
Documents used regularly and completed to implement activities
Project materials specific to the candidate
Visual or audio records specific to the individual candidate
Staffing structures
Staff development and training records including PDR's and training records
Risk assessments
Contract compliance documentation
Work schedules and rotas
Notes/minutes of meetings (formal and informal)
Resource requirements reviews
Customer feedback/Complaint/Dissatisfaction records
Reporting structures
Building plans
Action plans
Health and safety records
Emergency systems
Monitoring reports
Correspondence, emails and memos
Personal statements
Witness statements
Organisational policies and procedures
Professional discussion

Recognition of prior learning and experience (RPL)

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

- Evidence from past achievement may be included as permissible evidence within assessment methods.
- Evidence of prior knowledge and understanding can be offered as supplementary evidence, as long as it is a measurable assessed outcome of learning which links to the units of assessment.
- Assessor should make best use of all the assessment methods available to them in ensuring the most reliable and effective use is made of claims prior learning and experience which relate to the individual circumstances.
- All candidates must demonstrate current competence with respect to recognition of prior learning (RPL).

Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in. These are:

Candidate job profile

You can use this form to record your personal details if you don't already have a Candidate resume/CV

Skill scan /Initial assessment

This can be used to record the skills and knowledge you may already have. This may be part of your initial assessment.

Expert /witness status list

This is used to record the details of staff that will provide you with witness testimony.

Assessment/Action planning

You and your assessor will use this form to feedback after each session. It will also enable you and your assessor to plan what actions need to be done before the next session.

Summary of achievement

This form is used to show which units you have chosen and how many units you have completed. When you have completed all your units and are ready to ask for your certificate, you and your assessor will sign this.

Please photocopy these forms as required.

Units

These record where the evidence you produce meets the requirements of the unit. You should give each piece of evidence a portfolio reference number.

Observation report (Appendices 1 of this document)

Your assessor will complete during observation. You will both sign this as a true record.

Also available to download from **www.cityandguilds.com** are some standard forms that you might want to include in your portfolio

Candidate job profile

If you already have your own CV you can use that instead of this form

Name

Place of work

Assessor

Outline of job role

Previous roles & responsibilities relevant to the qualification:

Previous qualification and training relevant to the qualification:

Skill scan/Initial assessment

Qualification title

Candidate name

[illegible]

11 Expert/Witness Status list

Candidate name.....

Name and Witness Signature	Status *	Professional relationship to candidate **	Outcomes witnessed

*** Status**

1 Occupational expert meeting specific requirements for role of expert witness	3 Non expert familiar with the standards
2 Occupational expert not familiar with the standards	4 Non expert not familiar with the standards

**** Professional relationship to candidate**

Manager = M Supervisor = S Colleague = Coll Customer = Cus Other (please specify)

Assessment/Action Planning

Candidate Name_____ Assessor Name_____ Date_____

Review of previous plan

Record of session

Feedback on session

Actions to be reviewed at next session	Date

Units/Outcomes completed

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Signature of candidate

Signature of assessor.....

Summary of Achievement

Candidate name: _____

Candidate enrolment number: _____

Unique candidate number: _____

Centre number: _____

Assessor(s) and Internal Verifier(s) must print their name and provide a sample signature in the table below. This is necessary for validating the signature provided by the Assessor/Internal Verifier to confirm that the candidate has met all of the necessary requirements to complete the specified unit.

Please see unit achievement list on the next page.

Assessor(s)

Assessor(s) Name
(print)

1. _____ 2. _____ 3. _____

Signature: _____

Countersigning
Assessor(s) Name
(print)

1. _____ 2. _____ 3. _____

Signature: _____

Internal Verifier(s)

Internal Verifier(s)
Name (print)

1. _____ 2. _____ 3. _____

Signature: _____

Countersigning
Internal Verifier(s)
(print)

1. _____ 2. _____ 3. _____

Signature: _____

Summary of Achievement



City & Guilds suggests that you should enter the unit numbers, of the units you plan to achieve, in the table below. This will allow you to track your progress through the qualification at a glance.

Declaration

By signing this summary of unit achievement, I confirm that all learning outcomes for the unit have been completed and that the evidence is authentic and has been obtained under specified conditions for which certification is now requested.

Units achieved

[illegible]

***where applicable**

Level:	1
Credit value:	5
Recommended GLH:	50

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to carry out maintenance on plant and equipment									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to report and act upon problems that could affect the safe working environment									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
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. You must ensure that cleaning and maintenance are carried out safely and in accordance with approved procedures and practices. You must also report any faults								
Type of evidence ➡									

O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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.	

Know how to maintain a safe working environment		
You must be able to:		PRN
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.	

Know how to assist in the maintenance of plant and equipment

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

Level:	1
Credit value:	7
Recommended GLH:	70

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to carry out work operations in accordance with regulations, procedures and practices									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to report and act upon problems that could affect the safe working environment									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance for potential risks and hazards								
2	Demonstrate awareness of the effects own actions								

Type of evidence →						
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O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling

You must be able to:

PRN

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.	

Know how to maintain a safe working environment

You must be able to:

PRN

1	state the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and sorted after use.	
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Level:	1
Credit value:	5
Recommended GLH:	50

Unit aim

This unit is designed for you to demonstrate competence in dispatching recyclables and other materials whilst working under supervision. You 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

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

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)						
Be able to identify and dispatch recyclables and other materials in line with procedures and practices								
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							
		Type of evidence →						

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)						
Be able to report and act upon problems that could affect the safe working environment								
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							
		Type of evidence →						

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance for potential risks and hazards								
2	Demonstrate awareness of the effects of own actions								
Type of evidence ➔									
O = Observation Q = Question & answer S = Simulation/RWE									

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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.	

Know how to maintain a safe working environment		
You must be able to:		PRN
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.	

Know how to dispatch recyclables and other materials		
You must be able to:		PRN
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.	

Level:	1
Credit value:	3
Recommended GLH:	30

Unit aim

This unit is designed for you to demonstrate competence in contributing to the protection of the environment during recycling activities. You 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

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a way that minimises environmental impact									
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								
Type of evidence ➡									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to report and act upon problems that could affect the safe working environment									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance for potential risks and hazards								
2	Demonstrate awareness of the effects of own actions								

Type of evidence ➔						
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O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling

You must be able to:		PRN
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.	

Know how to maintain a safe working environment

You must be able to:		PRN
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.	

Know how to work in a way that minimises environmental impact

You must be able to:		PRN
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
Recommended GLH:	50

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to carry out recycling collections									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to report and act upon problems that could affect the safe working environment									
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								
Type of evidence ➡									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance for potential risks and hazards								
2	Demonstrate awareness of the effects of own actions								
Type of evidence →									
O = Observation Q = Question & answer S = Simulation/RWE									

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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.	

Know how to maintain a safe working environment		
You must be able to:		PRN
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.	

Understand how to collect recyclable and other materials		
You must be able to:		PRN
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.	

Level:	1
Credit value:	4
Recommended GLH:	40

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to carry out work in accordance with instructions and approved procedures and practices									
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								
Type of evidence ➡									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to report and act upon problems that could affect the safe working environment									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance for potential risks and hazards								
2	Demonstrate awareness of the effects of own actions								

Type of evidence →						
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O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling

You must be able to:		PRN
1	describe the fundamental responsibilities of both the employer and employee under the Health and Safety at Work etc. regulations	
2	Explain the procedures for handling hazardous materials	
3	state the organisational accident and incident recording and reporting procedures.	

Know how to maintain a safe working environment

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

Know how to maintain standards of service

You must be able to:		PRN
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.	

Level:	1
Credit value:	8
Recommended GLH:	80

Unit aim

This unit is designed to demonstrate your competence in contributing to sorting and preparing recyclables and other materials in preparing for processing. You 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

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Unit 107

Sort and prepare recyclables and other materials for processing

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to sort and prepare recyclable materials									
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								
Type of evidence ➡									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to report and act upon problems that could affect the safe working environment									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance for potential risks and hazards								
2	Demonstrate awareness of the effects of own actions								
Type of evidence ➡									

O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling

You must be able to:		PRN
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.	

Know how to maintain a safe working environment

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

Know how to sort and prepare recyclable materials

You must be able to:		PRN
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.	

Level:	1
Credit value:	2
Recommended GLH:	10

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Understand how to prepare for handling and lifting loads

You must be able to:

PRN

- | | | |
|---|--|--|
| 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. | |

Understand procedures and instructions for handling and lifting loads

You must be able to:

PRN

- | | | |
|---|---|--|
| 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. | |

Performance evidence required

Portfolio Reference Number (PRN)

Be able to handle and lift loads

- | | | | | | | | |
|---|--|--|--|--|--|--|--|
| 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 | | | | | | |

Type of evidence →

O = Observation

Q = Question & answer S = Simulation/RWE

Unit 109

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

Level:	1
Credit value:	4
Recommended GLH:	40

Unit aim

This unit is designed to demonstrate your competence in contributing to the maintenance and security of the workplace and the equipment, tools, materials and other resources used there. You 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

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Unit 109

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

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to maintain the security of facilities									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to report and act upon problems that could affect the safe working environment									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance for potential risks and hazards								
2	Demonstrate awareness of the effects of own actions								
Type of evidence →									

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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	

Know how to maintain a safe working environment		
You must be able to:		PRN
1	State the types of personal protective equipment and clothing needed, when and how they must be used and cleaned and sorted after use	

Know how to maintain the security of facilities		
You must be able to:		PRN
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	

Level:	1
Credit value:	3
Recommended GLH:	30

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Unit 110

Prepare plant and equipment for processing recyclables and other materials

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to check plant and equipment prior to use									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to carry out maintenance on plant and equipment									
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								
Type of evidence →									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to report and act upon problems that could affect the safe working environment									
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								
Type of evidence ➡									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance for potential risks and hazards								
2	Demonstrate awareness of the effects of own actions								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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.	

Know how to maintain a safe working environment		
You must be able to:		PRN
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.	

Know how to prepare plant and equipment for processing recyclables and other materials

You must be able to:		PRN
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.	

Level:	1
Credit value:	7
Recommended GLH:	70

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to communicate with colleagues and others									
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								
Type of evidence ➡									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to report and act upon problems that could affect the safe working environment									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance for potential risks and hazards								
2	Demonstrate awareness of the effects of own actions								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling

You must be able to:		PRN
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.	

Know how to maintain a safe working environment

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

Know how to maintain effective working relationships

You must be able to:		PRN
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.	

Level:	1
Credit value:	3
Recommended GLH:	30

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to monitor the safe movement of vehicles during activities									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to report and act upon problems that could affect the safe working environment									
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								

Type of evidence →						
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O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
1	Demonstrate vigilance for potential risks and hazards						
2	Demonstrate awareness of the effects of own actions						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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.	

Know how to maintain a safe working environment		
You must be able to:		PRN
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.	

Understand the safe operation of work vehicles		
You must be able to:		PRN
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.	
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Level:	2
Credit value:	2
Recommended GLH:	20

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

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to monitor and maintain security on recycling facilities									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to use and communicate data and information									
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								
Type of evidence ➡									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems that could affect the security of the facility									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance to potential risks and hazards								
2	Demonstrate encouragement and support to others								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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.	

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

You must be able to:		PRN
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 of use and equipment and materials	
9	explain the procedure for reporting excesses and shortages of consumables.	

Level:	2
Credit value:	3
Recommended GLH:	30

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to identify health and safety risks and hazards in relation to the workplace									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to inspect recycling plant and equipment for defects or damage									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to use and communicate data and information									
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								
		Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems that could affect the task at hand									
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								
		Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance to potential risks and hazards								
2	Demonstrate being receptive to new ways of working								
		Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling

You must be able to:		PRN
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.	

Be able to inspect recycling plant and equipment for defects or damage

You must be able to:		PRN
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 for reporting damage	
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.	

Level:	2
Credit value:	4
Recommended GLH:	40

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to establish and maintain working relationships with colleagues and others									
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								
Type of evidence →									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to use and communicate data and information									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems which could damage effective relationships									
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								
Type of evidence ➡									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance to potential risks and hazards								
2	Demonstrate being receptive to new ways of working								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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.	

Understand how to develop and maintain working relationships		
You must be able to:		PRN
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.	

Level:	2
Credit value:	7
Recommended GLH:	70

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to identify health and safety risks and hazards in relation to the workplace							
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						
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to maintain plant and equipment							
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						

Type of evidence →						
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O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to use and communicate data and information							
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						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems which could affect the maintenance of plant and equipment							
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						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
1	Demonstrate vigilance to potential risks and hazards						
2	Demonstrate pride in achieving high quality work						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling							
You must be able to:						PRN	
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.	

Know how to maintain plant and equipment for the processing of recyclable and other materials

You must be able to:		PRN
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.	

Level:	2
Credit value:	6
Recommended GLH:	60

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to receive recyclables and other materials									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to use and communicate data and information									
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								
Type of evidence →									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems which could affect health and safety									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance to potential risks and hazards								
2	Demonstrate being receptive to new ways of working								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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.	

Understand how to control the reception of recyclables and other materials

You must be able to:		PRN
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.	

Level:	2
Credit value:	8
Recommended GLH:	80

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to carry out operations in accordance with approved procedures and practices									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to report and act upon problems that could affect the safe working environment									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance to potential risks and hazards								
2	Demonstrate being receptive to new ways of working								
Type of evidence ➔									
O = Observation Q = Question & answer S = Simulation/RWE									

Understand the regulations procedures and requirements for recycling		
You must be able to:		PRN
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.	

Know how to maintain a safe working environment		
You must be able to:		PRN
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.	

Know how to operate equipment in the recycling industry		
You must be able to:		PRN
1	describe the equipment operating procedures and the importance of carrying them out correctly	
2	explain how to identify faults to equipment and the appropriate action to take	
3	describe the hazards and risks of operating equipment and how to reduce such risks	
4	explain the lifting and handling techniques	
5	describe the accident and emergency procedures including reporting such incidences.	

Level:	2
Credit value:	3
Recommended GLH:	30

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to identify health and safety risks and hazards in relation to the workplace							
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						
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to maintain the security of facilities and equipment							
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						

Type of evidence →						
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O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to use and communicate data and information							
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						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems which could affect the security of the facilities							
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						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to Work in a manner which underpins effective performance							
1	Demonstrate vigilance to potential risks and hazards						
2	Demonstrate pride in achieving high quality work						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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	

Understand health, safety and security

You must be able to:		PRN
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
Recommended GLH:	40

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to identify health and safety risks and hazards in relation to the workplace									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to collect recyclables and other materials									
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								
Type of evidence →									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to use and communicate data and information									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems which could affect the collection process									
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								
Type of evidence ➡									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance to potential risks and hazards								
2	Demonstrate being receptive to new ways of working								
Type of evidence ➡									

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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.	
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Understand the process for collecting recyclables and other materials

You must be able to:		PRN
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.	

Level:	2
Credit value:	4
Recommended GLH:	40

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to adjust equipment used in recycling									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to use and communicate data and information									
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								
Type of evidence ➡									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems which could affect the handover of recyclable materials									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance to potential risks and hazards								
2	Demonstrate being receptive to new ways of working								
Type of evidence ➡									

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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.	

Understand how to safely handover recyclables and other materials

You must be able to:		PRN
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.	

Level:	2
Credit value:	6
Recommended GLH:	60

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to identify health and safety risks and hazards in relation to the workplace							
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						
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to operate specialist plant and equipment for the processing of recyclables and other materials							
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						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to use and communicate data and information									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems which could affect the operation of plant and equipment									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance to potential risks and hazards								
2	Demonstrate being receptive to new ways of working								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations procedures and requirements for recycling							
You must be able to:						PRN	

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.	

Know how to operate specialist plant and equipment

You must be able to:		PRN
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.	

Level:	2
Credit value:	3
Recommended GLH:	30

Unit aim

This unit is designed for you to demonstrate competence in monitoring and maintaining a healthy and safe working environment during recycling activities. You are 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. You are 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

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to monitor and maintain health and safety in the workplace during recycling activities									
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								
Type of evidence ➡									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to maintain the safety of plant, equipment and the working environment									
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								
Type of evidence →									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to use and communicate data and information									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems that could affect the safe working environment									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance to potential risks and hazards								
2	Demonstrate being receptive to new ways of working								
Type of evidence →									

O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling

You must be able to:		PRN
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.	

Understand health and safety in the recycling industry

You must be able to:		PRN
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.	

Level:	2
Credit value:	2
Recommended GLH:	20

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to promote recycling services to colleagues and others									
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								
Type of evidence ➔									

O = ObservationQ = Question & answerS = Simulation/RWE

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to use and communicate data and information									
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								
Type of evidence ➔									

O = ObservationQ = Question & answerS = Simulation/RWE

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to Resolve problems that could affect the security of the facility									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance to potential risks and hazards								
2	Demonstrate being open to new ways of working								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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.	

Understand recycling services		
You must be able to:		PRN
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.	

Level:	2
Credit value:	7
Recommended GLH:	70

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to operate plant									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to check plant and equipment prior to use									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to carry out maintenance on plant and equipment									
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								
Type of evidence →									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to report and act upon problems that could affect the safe working environment									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance to potential risks and hazards								
2	Demonstrate awareness of the effects of own actions								
Type of evidence ➔									

Understand the regulations procedures and requirements for recycling

You must be able to:		PRN
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.	

Know how to maintain a safe working environment

You must be able to:		PRN
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.	

Know how to operate and shut down processing plant

You must be able to:		PRN
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
Recommended GLH:	60

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to identify health and safety risks and hazards in relation to the workplace									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to control vehicle movements on site									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to use and communicate data and information									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems which could affect the control of vehicles on site									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance to potential risks and hazards								
2	Demonstrate being receptive to new ways of working								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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.	
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Know how to control vehicle movements on site

You must be able to:		PRN
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.	

Level:	2
Credit value:	4
Recommended GLH:	30

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to select and store equipment and tools for processing of recyclables							
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						
Type of evidence ➔							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to report and act upon problems that could affect the safe working environment							
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						
Type of evidence ➡							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance for potential risks and hazard								
2	Demonstrate awareness of the effects of own actions								
Type of evidence ➡									

O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling

You must be able to:		PRN
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.	

Know how to maintain a safe working environment

You must be able to:		PRN
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.	

Know how to clean and maintain facilities and equipment

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

Level:	2
Credit value:	3
Recommended GLH:	30

Unit aim

This unit is designed for you to demonstrate competence in dealing effectively with the public and others on recycling activities. You must communicate clearly, accurately and politely with other people, and refer them to other sources of information when appropriate. You 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

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to communicate with the public and other persons external to the organisation in a way that promotes the organisation									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to maintain the health and safety of the public									
1	Maintain the health and safety of the public and other persons throughout all activities in accordance with approved procedures and practices								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance to potential risks and hazards								
2	Demonstrate being receptive to new ways of working								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulation procedures and requirements for recycling

You must be able to:		PRN
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.	

Know how to communicate effectively with the public and others

You must be able to:		PRN
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
Recommended GLH:	30

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to develop, implement and review personal performance plan									
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								
Type of evidence →									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems that could affect personal performance.									
1	Resolve routine matters within own area of responsibility								
2	Refer matters outside own area of responsibility								
Type of evidence ➔									
O = Observation Q = Question & answer S = Simulation/RWE									

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Demonstrate vigilance to potential risks and hazards								
2	Demonstrate being receptive to new ways of working								
Type of evidence →									

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulation procedures and requirements for recycling

You must be able to:		PRN
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.	

Know how to improve personal performance

You must be able to:		PRN
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.	

Level:	2
Credit value:	4
Recommended GLH:	40

Unit aim

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

Learning outcomes

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.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to identify health and safety risks and hazards in relation to the workplace									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to operate a recycling vehicle									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to use and communicate data and information									
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								
•	Keep other persons fully informed if such measures are inadequate								
•	Keep accurate, legible, complete and up to date records on routine and non-routine matters								
Type of evidence →									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems which could affect health and safety									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
•	Demonstrate vigilance to potential risks and hazards								
•	Demonstrate being receptive to new ways of working								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations procedures and requirements for recycling.

You must be able to:		PRN
7.	describe the main responsibilities of the employer and employee under the health and safety at work etc. act 1974	
8.	explain the safe procedures for handling hazardous materials	
9.	state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored	
10.	state the organisational accident and incident recording and reporting procedures.	

Know how to operate a recycling vehicle safely and efficiently

You must be able to:		PRN
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	
7.	explain how to establish load stability	
8.	describe the importance of manoeuvring safely and efficiently	
9.	explain what to do in the event of vehicle breakdown or emergency	
10.	describe the importance of minimising wear and tear and accidental damage	
11.	explain why it is important to show consideration for others	
12.	state the importance of identifying and reducing risks	
13.	explain vehicle controls and equipment and their function	
14.	explain vehicle handling and other characteristics with various loads and capacities	
15.	describe the environmental impact of vehicle and its load	
16.	explain how to transport and store equipment and materials safely	
17.	explain how and why accidents should be reported.	

Level:	2
Credit value:	2
Recommended GLH:	20

Unit aim

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

Learning outcomes

- Be able to prepare to load waste and related materials.
- Be able to load waste and related materials in line with location-specific procedures.
- Be able to use and communicate data and information connected with loading waste and related materials.
- Be able to resolve problems which arise from loading waste and related materials.
- Understand the regulation procedures and requirements for loading a waste transport vehicle.
- Understand the specific regulation procedures and requirements for loading a waste transport vehicle.
- Be able to work in a manner which underpins effective performance.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to prepare to load waste and related materials									
7.	Establish the accessibility and the suitability of the loading location								
8.	Check the suitability of the loading equipment to be used								
9.	Check to make sure the vehicle is positioned so it can be prepared and loaded safely								
10.	Comply with all regulations and operational procedures that relate to loading waste								
11.	Select and use appropriate PPE in accordance with operational requirements								
12.	Establish the safe loading limits of both the vehicle and loading equipment								
13.	Work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading waste								
Type of evidence ➡									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to load waste and related materials in line with location-specific procedures									
7.	Distribute the load to prevent movement, displacement or escape of waste during transit								
8.	Place batched waste in a manner that enables access to it for unloading								
9.	Check and confirm the load is secure and safe before the loaded vehicle is moved, and that the vehicle and load comply with regulations								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to use and communicate data and information connected with loading waste and related materials									
7.	Communicate with others involved in the loading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures								
8.	Check that the waste and the documentation are in compliance								
9.	Report unresolved vehicle defects or problems with defective equipment to the designated person								
10.	Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies								
11.	Complete documentation in accordance with operational and location-specific procedures								
12.	Report situations that prevent safe loading or unloading to take place in accordance with operational and location-specific procedures								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems which arise from loading waste and related materials									
7.	Resolve any discrepancies in the documentation for the load before the waste is loaded								
8.	Report defects in operational suitability of the vehicle and loading equipment to the designated person								
9.	Arrange for alternative loading sites to be identified when the designated site is unsuitable								
10.	Reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment								
Type of evidence ➡									

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulation procedures and requirements for loading a waste transport vehicle

You must be able to describe appropriately:		PRN
4.	the classifications and types of waste	
5.	the potential hazards associated with different wastes	
6.	details of operational procedures and documentation	
7.	operational procedures and why it is important to comply with them.	
You must be able to determine:		PRN
8.	how to identify work-related hazards and risks	
9.	how to deal constructively with colleagues and other people and resolve disagreements	
10.	how to use personal protective equipment (PPE) in line with operational procedures	
11.	the limits of the job responsibility when communicating with others.	

Understand the specific regulation procedures and requirements for loading a waste transport vehicle

You must be able to describe appropriately:		PRN
7.	the regulations relating to loading waste and related materials	
8.	the regulations relating to the carriage of dangerous goods	
9.	operational procedures for loading	
10.	site operating procedures and regulations at loading sites.	
You must be able to determine:		PRN
11.	the different types of waste and materials likely to be encountered whilst carrying out the job	
12.	how to establish compliance of load with transfer requirements	
13.	how to operate loading equipment which is both integral and non-integral with the vehicle	
14.	how to identify, rectify and record discrepancies and defects	
15.	the nature and characteristics of waste loads and related materials	
16.	the limits of job role and responsibility.	

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
8.	Recognise and act when others need support						
9.	Take responsibility for resolving problems in their work area						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Level:	3
Credit value:	5
Recommended GLH:	25

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

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

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to recognise opportunities to generate customer interest							
7.	Establish the needs of the customers by using a range of personal and desk-based assessments and analysis						
8.	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						
9.	Act upon opportunities in order to generate customer interest						
Type of evidence ➔							
O = Observation Q = Question & answer S = Simulation/RWE							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to promote recycling services provided by the organisation							
8.	Communicate the features and advantages of the services which are available						
9.	Develop both formal and informal proposals to meet customer needs and present them to the relevant people for agreement						
10.	Record the customer information and agreed proposals						
Type of evidence ➔							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to use and communicate data and information							
7.	Encourage customers to give feedback on the recycling activities provided						
8.	Respond positively and constructively to customer feedback						
9.	Evaluate feedback for its importance to and impact on activities						
10.	Communicate feedback accurately and promptly to the correct people						
11.	Take steps for action by referring opportunities to managers or colleagues						
12.	Propose amendments to services which are likely to lead to repeat or new business						
Type of evidence ➔							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems that could affect the generation and retention of recycling business									
8.	Resolve routine problems within the responsibility of the job role								
9.	Refer problems and conditions outside the responsibility of the job role to the correct personnel, using approved procedures								
10.	Report, to the correct personnel, any situations that require additional intervention								
Type of evidence ➡									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
7.	Demonstrate vigilance to potential risks and hazards								
8.	Demonstrate encouragement and support to others								
Type of evidence ➡									

O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
7.	describe the main responsibilities of the employer and employee under the Health and Safety at Work etc. Act 1974	
8.	Explain the procedures for handling hazardous materials	
9.	state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored	
10.	describe organisational accident and incident recording and reporting procedures.	

Understand the generation and retention of recycling services

You must be able to:		PRN
7.	describe the importance of identifying customer needs	
8.	explain how to identify and agree customer needs in order to develop proposals	
9.	explain how to negotiate with, and influence, customers	
10.	describe the difference between internal and external customers	
11.	describe the activities available and their features and benefits	
12.	explain how to communicate effectively	
13.	explain how to encourage customers to provide feedback	
14.	explain how to listen effectively	
15.	describe the importance of customer feedback.	

Level:	3
Credit value:	7
Recommended GLH:	41

Unit aim

This unit is designed for you to demonstrate competence in using mechanical handling equipment to load, transfer and unload recyclables and other materials. You must wear the appropriate personal protective equipment throughout and check the working environment and equipment continuously during activities, to ensure that you avoid any damage to buildings, other structures, vehicles and accidents to people. You 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, you must also make sure you do not damage the container. You must also record any information required by the organisation in relation to the materials, plant and equipment used.

Learning outcomes

- Be able to work in accordance with health and safety procedures and risk assessments.
- Be able to mechanically handle recyclables and other materials.
- Be able to use and communicate data and information.
- Be able to resolve problems that could affect health and safety.
- Be able to work in a manner which underpins effective performance.
- Understand the regulations, procedures and requirements for recycling.
- Understand mechanical handling procedures.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in accordance with health and safety procedures and risk assessments									
7.	Implement site-specific risk assessments in own area of work and review in accordance with company procedures								
8.	Wear personal protective equipment (PPE) identified in the risk assessment								
9.	Carry out specified measures to control risks and hazards								
10.	Identify procedures to handle unfamiliar risks and hazards arising from non-routine work situations								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to mechanically handle recyclables and other materials									
9.	Identify recyclable and other materials to be transferred as instructed								
10.	Make sure that the mechanical handling equipment and its attachments or accessories are right for the task								
11.	Use equipment in accordance with organisational procedures and practices								
12.	Make sure the load is stable and within the capacity of the equipment								
13.	Monitor the stability and containment of the load and working surface in the loading area								
14.	Make sure no new risks or hazards arise due to the movement of the load								
15.	Maintain the safety of the workplace in accordance with organisational procedures and practices								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to use and communicate data and information									
8.	Report unsafe plant, equipment and hazardous situations								
9.	Give health and safety information to others in accordance with approved procedures and practices								
10.	Keep other persons fully informed if such measures are inadequate								
11.	Keep accurate and up to date records on routine and non-routine matters, and make sure they are legible and complete								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems that could affect health and safety									
7.	Act on unsafe behaviour in accordance with own responsibilities and workplace procedures								
8.	Resolve routine problems within own area of responsibility								
9.	Refer matters outside own area of responsibility								
10.	Leave the working area clean, tidy and safe at the end of activities								
Type of evidence ➡									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
7.	Demonstrate vigilance to potential risks and hazards								
8.	Demonstrate being receptive to new ways of working								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling

You must be able to:		PRN
6.	describe the main responsibilities of the employer and employee under the Health and Safety at Work etc. Act 1974	
7.	explain the procedures for handling hazardous materials	
8.	state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored	
9.	describe organisational accident and incident recording and reporting procedures.	

Understand mechanical handling procedures

You must be able to:		PRN
6.	State the physical and handling characteristics of recyclables and other materials	
7.	Explain the importance of monitoring the stability of the load	
8.	Describe the techniques of handling loads appropriate to the nature of the recyclable and other material	
9.	Explain why it is important to assess ground conditions in the loading area	
10.	State the possibility of vehicle or pedestrian traffic in the loading area and necessary precautions to take	
11.	Explain the potential for damage to buildings or other structures during handling loads	
12.	Explain the potential for distortion or movement of the load whilst handling	
13.	Describe the hazards of the materials to be handled	
14.	Explain the different techniques of moving safely both loaded and unloaded	
15.	Explain the importance of any documentation associated with the handling of a load	

Level:	3
Credit value:	10
Recommended GLH:	36

Unit aim

This unit is designed for you to demonstrate competence in maintaining sustainable development and environmental good practice during recycling activities. You 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. You 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

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

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to work in line with environmental practices							
8.	Select and use equipment and materials that will minimise environmental impact						
9.	Make sure work is carried out in accordance with organisational procedures and practices						
10.	Recognise any environmental impact and take action						
11.	Identify improvements to procedures and practices in terms of environmental good practice and take action within own area of responsibility						
12.	Work with recyclables and other materials safely and according to organisational procedures and practices						
13.	Report environmental incidents promptly and accurately and in accordance with organisational procedures and practices						
Type of evidence ➡							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to use and communicate data and information							
14.	Report pollution incidents to the correct people						
15.	Refer matters outside responsibility to the correct person						
16.	Keep accurate, legible, complete and up to date records on routine and non-routine matters						
Type of evidence ➔							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to resolve environmental problems that occur							
17.	Handle pollution incidents in accordance with organisational procedures and practices						
18.	Resolve unsound environmental behaviour in accordance with own responsibilities and workplace procedures						
19.	Resolve day-to-day problems within own area of responsibility						
Type of evidence ➡							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
8.	Demonstrate vigilance to potential risks and hazards								
9.	Demonstrate being open to new ways of working								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
20.	describe the main responsibilities of the employer and employee under the Health and Safety at Work etc. Act 1974	
21.	Explain the procedures for handling hazardous materials	
22.	state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored	
23.	describe organisational accident and incident recording and reporting procedures.	

Understand environmental good practice		
You must be able to:		PRN
24.	state the methods for minimising environmental impact during work, including the storage of waste and how to recognise and resolve pollution incidents	
25.	describe the suitable choice of materials and equipment given the nature of the work activity, and its potential impact on the environment	
26.	explain the ways in which tools and materials should be used in order to minimise environmental impact	
27.	describe the organisational and legislative requirements in terms of minimising environmental impact	
28.	state the types of damage that may occur, the impact this can have on the environment, and the corrective actions to be taken	
29.	explain how to recognise major incidents and the importance of prompt and accurate reporting	
30.	describe the limits of your own capabilities with regard to pollution incidents.	

Level:	3
Credit value:	6
Recommended GLH:	33

Unit aim

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

Learning outcomes

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

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to identify health and safety risks and hazards in relation to the workplace									
31.	Implement site-specific risk assessments for own area of work and review in accordance with organisational procedures								
32.	Wear personal protective equipment (PPE) identified in the risk assessment								
33.	Carry out specified measures to control risks and hazards								
34.	Identify procedures to deal with unfamiliar risks and hazards arising from non-routine work situations								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to select and use containers and dispose of recyclables and other materials									
35.	Identify and select correct containers for recyclables and other materials and label accordingly								
36.	Record and resolve defects in accordance with organisational procedures and practices								
37.	Ensure that vehicle loading and unloading complies with organisational procedures and practices								
38.	Ensure that containers are positioned in accordance with organisational procedures and practices								
39.	Use equipment and materials in accordance with organisational procedures and practices								
40.	Move any equipment and materials in accordance with organisational procedures and practices and store them correctly								
41.	Handle recyclable and other materials in accordance with organisational procedures and practices								
42.	Maintain the workplace in accordance with organisational procedures and practices								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to use and communicate data and information							
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						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems which could affect health and safety							
•	Resolve unsafe behaviour in accordance with own responsibilities and workplace procedures						
•	Resolve routine problems within own area of responsibility						
•	Refer matters outside own responsibility						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
8.	Demonstrate vigilance to potential risks and hazards						
9.	Demonstrate being receptive to new ways of working						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling		
You must be able to:		PRN
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.	
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Know how to select and use containers for recycling materials

You must be able to:		PRN
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.	

Level:	3
Credit value:	6
Recommended GLH:	34

Unit aim

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

Learning outcomes

- Be able to identify health and safety risks and hazards in relation to the workplace.
- Be able to sort recyclables and other materials.
- Be able to use and communicate data and information.
- Be able to resolve problems which could affect the task at hand.
- Be able to work in a manner which underpins effective performance.
- Understand the regulations, procedures and requirements for recycling.
- Know how to sort and prepare recyclables and other materials.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to identify health and safety risks and hazards in relation to the workplace									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to sort recyclables and other materials									
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								
Type of evidence ➔									

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to use and communicate data and information									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to resolve problems which could affect the task at hand									
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								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to work in a manner which underpins effective performance									
7.	Demonstrate vigilance to potential risks and hazards								
8.	Demonstrate being receptive to new ways of working								
Type of evidence ➔									

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling

You must be able to:		PRN
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.	

Know how to sort and prepare recyclables and other materials

You must be able to:		PRN
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.	

Level:	3
Credit value:	7
Recommended GLH:	43

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

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

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to offer additional services or products									
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								
				Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)							
Be able to organise support to promote use of additional services or products									
	Discuss with others ways of promoting additional services or products to customers								
	Implement procedures to ensure that customers interested in additional services or products are dealt with promptly								
	Promote services or products which will suit customers but which are supplied from outside their own area of the organisation								
	Help customers to access services or products which are supplied outside of their own area of the organisation								
				Type of evidence →					

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to monitor the promotion of additional services or products							
Devise methods to inform customers about additional services or products							
Use different methods to inform customers about additional services and products and record successes and failures against each method							
Use their record of successes and failures to identify the best approach for offering additional services or products							
Share information with others regarding the best approach to take when offering additional services or products to customers							
Type of evidence →							
O = Observation Q = Question & answer S = Simulation/RWE							

Understand how to organise and promote services or products to customers	
You must be able to:	PRN
describe your organisation's procedures and systems for encouraging the use of additional services or products	
explain how the use of additional services or products will benefit your customers	
describe the main factors that influence customers to use their services or products	
explain how to introduce additional services or products to customers outlining their benefits, overcoming reservations and agreeing to provide the additional services or products	
describe how to give appropriate, balanced information to customers about services or products.	

Level:	3
Credit value:	7
Recommended GLH:	26

Unit aim

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

Learning outcomes

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

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to plan and maintain transport operations							
Assess and quantify the loads to be moved and ensure that the resources are available							
Organise loads and routes to make optimum use of resources							
Confirm routes and operating schedules with recipients and colleagues							
Use previous experience and data to help the planning process							
Take account of external constraints							
Take into account organisational constraints							
Check plans to make sure they comply with organisational requirements							
Resolve any problems which may arise during the transport operations and prepare contingency plans							
Prepare all documents which are specified as necessary by the organisation							
Resolve problems which arise in transit							
Make sure work activities meet legal, organisational, and recipients' requirements							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to use and communicate data and information							
Maintain effective communication, collect data to monitor and evaluate transport movements to improve operational efficiency							
Report environmental incidents promptly and accurately in accordance with approved procedures and practices							
Report promptly, to the appropriate people, unsound environmental practices							
Maintain records and data accordingly to meet organisational and legal requirements							

Type of evidence →						
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O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems that could affect transport operations							
	Resolve routine problems within the responsibility of the job role						
	Refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures						
	Report to the correct personnel any situations that require additional intervention						
	Report pollution incidents to correct people						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
	Demonstrate vigilance to potential risks and hazards						
	Demonstrate encouragement and support to others						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling	
You must be able to:	PRN
describe the main responsibilities of the employer and employee under the Health and Safety at Work etc. Act 1974	
explain the procedures for handling hazardous materials	
state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored	
describe organisational accident and incident recording and reporting procedures.	

Understand transport operations for recycling activities

You must be able to:

PRN

describe the legislative requirements in relation to the movement of recyclable materials

describe the legislative and organisational requirement regarding agreements and contracts

describe the importance of effective planning in the movement of recyclables and other materials

explain how to plan to meet the organisation's objectives

explain how to identify and resolve problems

explain how to communicate effectively

describe the types of information needed to evaluate transport efficiency

explain different means of gathering information

explain how to monitor the transport plan effectively.

Level:	3
Credit value:	6
Recommended GLH:	32

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

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

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to prepare for a workplace risk assessment							
Evaluate the workplace to decide areas for risk assessment							
Select the method of hazard identification appropriate to the workplace being assessed and in line with legal requirements							
List the hazards in a way which meets legal, good practice and workplace requirements							
Recognise own limitations and seek expert advice and guidance on operational controls when appropriate							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to identify hazards in the workplace							
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.							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to conduct a risk assessment of the workplace							
Carry out risk assessment of the hazards identified using appropriate documentation							
Assess the level of risk and how risks can be controlled to minimise harm							
Assess the level of risk, identifying those that could not be eliminated							
Prioritise hazards which could result in serious harm to people at work and other people							
Identify control measures and implement and record them, include actions with expected completion dates							
Identify changes to policies and practices resulting from the risk assessment							
Deliver findings of the risk assessment with actions identified							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to review risk assessment							
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							
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.							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

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

You must be able to:		PRN
	explain own responsibilities for health and safety as defined by current legislation and:	
	<ul style="list-style-type: none"> ○ specific legislation covering own job role ○ particular health and safety risks which may affect own job role and precautions required 	
	identify resources for the risk assessment to take place and: <ul style="list-style-type: none"> ○ how and where to find expert advice and guidance ○ the work areas and people for whom the learner is carrying out the risk assessment ○ the work activities of the people in the workplace where the learner is carrying out the risk assessment. 	
	describe the purpose, legal implications and importance of carrying out risk assessments and:	
	<ul style="list-style-type: none"> ○ the methods of identifying hazards including direct 	
	<ul style="list-style-type: none"> ○ observation, examining records and conducting interviews 	
	<ul style="list-style-type: none"> ○ the workplace hazards most likely to cause harm. 	
	<ul style="list-style-type: none"> ○ the importance of remaining alert to the presence of hazards in the workplace. 	
	<ul style="list-style-type: none"> ○ the importance of dealing with or promptly reporting risks. 	
	apply effective communication methods.	

Level:	3
Credit value:	7
Recommended GLH:	25

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

- Be able to identify health and safety risks and hazards in relation to the workplace.
- Be able to collect and move recyclables and other materials.
- Be able to use and communicate data and information.
- Be able to resolve problems that could affect the movement of recyclable materials.
- Be able to work in a manner which underpins effective performance.
- Understand the regulation procedures and requirements for recycling.
- Know how to collect and move recyclables and other materials.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to identify health and safety risks and hazards in relation to the workplace							
Implement site-specific risk assessments for own area of work and review in accordance with organisational procedures							
Wear personal protective equipment (PPE) identified in the risk assessment							
Carry out specified measures to control risks and hazards							
Identify procedures to deal with unfamiliar risks and hazards arising from non-routine work situations							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to collect and move recyclables and other materials							
Monitor vehicle or plant performance and load condition							
Investigate, remedy within limits of own authority, record and report variation							
Follow organisational procedures and practices in the event of accident, breakdown, or other problems arising							
Identify actual and potential significant deviations from operating schedules							
Take decisions to amend the agreed route within the scope of responsibility and promptly report to the correct person							
Use equipment and materials in accordance with organisational procedures and practices							
Move and store equipment and materials correctly and in accordance with organisational procedures and practices							
Handle recyclable and other materials in accordance with organisational procedures and practices							
Maintain the safety of the working environment in accordance with organisational procedures and practices							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to use and communicate data and information							
Report unsafe plant, equipment and hazardous situations							
Provide health and safety information to others in accordance with organisational procedures and practices							
Report variations to the schedule to the correct person							
Keep accurate and up to date records on routine and non-routine matters, and ensure they are legible and complete							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems that could affect the movement of recyclable materials							
Resolve unsafe behaviour in accordance with own responsibilities and workplace procedures							
Restore operating schedules within the limits of authority and report to the correct person							
Resolve routine problems within own area of responsibility							
Refer matters outside own responsibility							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
Show vigilance to potential risks and hazards							
Demonstrate being receptive to new ways of working							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulation procedures and requirements for recycling	
You must be able to:	PRN
describe the main responsibilities of the employer and employee under the Health and Safety at Work etc Act 1974	

	explain the safe procedures for handling hazardous materials	
	state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored	
	describe organisational accident and incident recording and reporting procedures.	

Know how to collect and move recyclables and other materials

You must be able to:		PRN
	describe the potential hazards in the workplace and the risks those hazards pose	
	describe the organisational procedures and practices with regard to ensuring the safety of the workplace	
	state own role and responsibilities for health and safety in the workplace under organisational policy and legislation	
	state the methods of checking vehicle performance and describe load characteristics and effects on vehicle performance	
	explain how to identify variances, record and remedy them	
	explain the procedures for accident, breakdown or other problems	
	describe the routes and operating schedules required in the movement of recyclables and other materials	
	describe the lines and methods of effective communication within area of own responsibility	
	explain the nature and characteristics of loads	
	state who to report problems to	
	explain how to transport and store equipment and materials safely.	

Unit 310*

Set objectives and provide support for team members

This unit has been replaced by unit 610. Learners registered before 1st July 2017 should use this unit. Learners registered after 1st July 2017 should use unit 610.

Level:	3
Credit value:	5
Recommended GLH:	35

Unit aim

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

Learning outcomes

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

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to communicate a team's purpose and objectives to the team members							
Describe the purpose of a team							
Set team objectives with its members which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)							
Communicate the team's purpose and objectives to its members.							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to develop a plan with team members showing how team objectives will be met							
Discuss with team members how team objectives will be met							
Ensure team members participate in the planning process and think creatively							
Develop plans to meet team objectives							
Set SMART personal work objectives with team members							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to support team members identifying opportunities and providing support							
Identify opportunities and difficulties faced by team members							
Discuss identified opportunities and difficulties with team members							
Provide advice and support to team members to overcome identified difficulties and challenges							
Provide advice and support to team members to make the most of identified opportunities							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to monitor and evaluate progress and recognise individual and team achievement							
Monitor and evaluate individual and team activities and progress							
Provide recognition when individual and team objectives have been achieved							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Level:	3
Credit value:	5
Recommended GLH:	26

Unit aim

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

Learning outcomes

- Be able to monitor work carried out at the recycling processing or storage site.
- Be able to control work practices and make sure they are understood and followed.
- Be able to use and communicate data and information.
- Be able to resolve problems which could affect the sorting and storage of recyclable materials.
- Be able to work in a manner which underpins effective performance.
- Understand the regulations, procedures and requirements for recycling.
- Know how to control operations for the processing or storage of recyclables and other materials.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference No. (PRN)						
Be able to monitor work carried out at the recycling processing or storage site							
Monitor work activities and methods and ensure they are carried out in accordance with organisational procedures and practices							
Establish a programme of work to achieve the standards required for processing or storage operations							
Follow organisational procedures to identify hazards and risks to safety, health and the environment are minimised							
Make sure resources are available and operational to carry out work activities							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference No. (PRN)						
Be able to control work practices and make sure they are understood and followed							
Communicate programmes of work and operational instructions to all staff							
Make sure personnel comply with site operational procedures							
Make sure that personnel comply with systems of work							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference No. (PRN)						
Be able to use and communicate data and information							
Follow operational and organisational procedures for communicating information to other people							
Maintain records in accordance with operational and organisational requirements							
Inform correct personnel of any circumstance where information is incorrect							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems which could affect the sorting and storage of recyclable materials							
Resolve day-to-day problems within the responsibility of the job role							
Refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures							
Report any situations that require additional intervention to the appropriate personnel							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
8. Show vigilance to potential risks and hazards							
9. Demonstrate the use of different leadership styles in response to individual circumstances							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling	
You must be able to:	PRN
describe the main responsibilities of the employer and employee under the Health and Safety at Work etc. Act 1974	
explain the safe procedures for handling hazardous materials	
state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored	
describe organisational accident and incident recording and reporting procedures.	

Know how to control operations for the processing or storage of recyclables and other materials

You must be able to:		PRN
	describe the legislation, regulations and codes of practice applicable to safety, health and environment	
	describe the sorts of processing/storage processes suitable for the recyclables and other materials received on site, and the use and limitations of these	
	describe the handling implications of the recyclables and other materials processed/stored on site	
	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	
	explain how to communicate operational instructions orally and in writing	
	describe the importance of checking people's understanding of operational instructions and how to do this	
	describe the technical skills needed for the processing/storage operations carried out on site.	

Level:	3
Credit value:	5
Recommended GLH:	25

Unit aim

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

Learning outcomes

- Be able to plan work for a team
- Be able to allocate work across a team
- Be able to manage team members to achieve objectives
- Be able to monitor and evaluate the performance of team members
- Be able to improve the performance of a team

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to plan work for a team							
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						
Type of evidence ➔							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to allocate work across a team							
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						
Type of evidence ➡							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference No. (PRN)							
Be able to manage team members to achieve team objectives									
1	Support all team members in order to achieve team objectives								
Type of evidence ➡									

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to monitor and evaluate the performance of team members							
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						
Type of evidence ➔							
O = Observation Q = Question & answer S = Simulation/RWE							

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to improve the performance of a team							
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						
Type of evidence ➔							
O = Observation Q = Question & answer S = Simulation/RWE							

Level:	4
Credit value:	9
Recommended GLH:	55

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

- Be able to control maintenance and other engineering operations for recycling activities.
- Be able to use and communicate data and information.
- Be able to resolve problems that could affect maintenance and other operations.
- Be able to work in a manner which underpins effective performance.
- Understand the regulations, procedures and requirements for recycling.
- Know how to control maintenance and other engineering operations.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to control maintenance and other engineering operations for recycling activities							
Confirm the maintenance activities that are required to achieve requirements and use the data to draw up the most suitable programme							
Schedule the time and resources available for undertaking the maintenance activities identified							
Produce maintenance schedules capable of meeting all relevant requirements and comply with legislation							
Plan own schedules to meet the requirements of external bodies and equipment manufacturers							
Produce contingency plans which take account of potential difficulties							
Specify and record the maintenance schedule in accordance with organisational procedures							
Implement procedures for test certificates and operator certificates to keep up-to-date							
Ensure those responsible for maintenance and other engineering activities will have the necessary resources available to carry out work to the required standard							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to use and communicate data and information							
Communicate the maintenance schedules to the people involved in implementing them and to others who would be affected by them							
Provide clear and accurate instructions to those responsible for maintenance and other engineering activities and check understanding of requirements							
Review the frequency, nature and causes of breakdowns regularly and use the information to resolve the problems and							

	prevent failures						
	Follow organisational procedures for communicating information to other people						
	Maintain records in accordance with organisational requirements						
	Check with correct personnel any circumstance where information appears to be incorrect						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems that could affect maintenance and other operations							
	Resolve routine problems within the responsibility of the job role						
	Refer problems and conditions, outside the responsibility of the job role, to the correct personnel using organisational procedures						
	Report to the correct personnel any situations that require additional intervention						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
	Demonstrate vigilance to potential risks and hazards						
	Demonstrate encouragement and support for others						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference No. (PRN)						
Understand the regulations, procedures and requirements for recycling							
	describe the main responsibilities of the employer and employee under the Health and Safety at Work etc. Act 1974						
	explain the procedures for handling hazardous materials						
	state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored						
	describe organisational accident and incident recording and reporting procedures.						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Know how to control maintenance and other engineering operations

You must be able to:		PRN
	describe the legislation applicable to maintenance and other engineering activities	
	describe the maintenance activities required for the plant, systems, equipment, vehicles, buildings and structures for own area of responsibility	
	describe the requirements for statutory testing of equipment and operator certificates	
	describe the time and resources needed for the required maintenance activities	
	describe the factors to be taken into account when scheduling maintenance activities, including any insurance company requirements	
	explain what difficulties might occur when implementing maintenance activities and what should be included in contingency plans	
	describe the importance of checking people's understanding of instructions	
	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	
	explain the system for allocating contracts and permits to work and own role and responsibility in relation to these	
	describe the terms and conditions of contracts for own area of responsibility, including any insurance policy conditions regarding contract work	
	explain the quality assurance systems that are being used for the maintenance and other engineering activities	
	describe the organisational procedures and legal requirements for environmental protection and safe working practices	
	describe the importance of enforcing procedures for quality, safety and environmental protection and the actions to take in response to deviations from these	
	describe the organisational or site procedures and requirements for reporting faults and initiating repairs	
	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	
	describe the organisational procedures for implementation, control and completion of contracts	
	describe the recording systems used for maintenance schedules and records, permits to work and other contract information	
	describe the safe handling procedures.	

Level:	4
Credit value:	9
Recommended GLH:	33

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

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

Be able to monitor and control the use of resources.

Be able to resolve problems arising from resource issues.

Be able to use and communicate data and information.

Be able to work in a manner which underpins effective performance.

Understand the regulations, procedures and requirements for recycling.

Know how to use resources effectively.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to recommend the resources needed by the team to meet agreed objectives							
Prepare recommendations for the short and medium term, which take account of developments likely to affect the use of resources							
Make sure resource recommendations are consistent with team and organisational objectives							
Make sure resource recommendations indicate the potential benefits expected from the planned use of resources							
Give other people the opportunity to contribute information on the resources the team needs							
Present recommendations clearly and concisely to team members and other colleagues or managers according to organisational procedures							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to monitor and control the use of resources							
Give team members opportunities to take individual responsibility for the efficient use of resources							
Monitor resource use for quality, efficiency and potential impact on the environment							
Monitor resources to maintain consistency in product and service delivery							
Make recommendations to improve the use of resources							
Make sure records relating to the use of resources are complete, accurate, and available to the correct people only							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems arising from resource issues							
Modify the use of resources or alter activities when and where problems arise							
Renegotiate the allocation of resources to maintain continuing efficient usage							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to use and communicate data and information							
Report environmental incidents promptly and accurately in accordance with procedures and practices							
Report promptly, to the correct people, unsound environmental practices							
Follow organisational procedures for communicating information to other people							
Maintain records in accordance with organisational requirements							
Check with correct personnel any circumstance where information appears to be incorrect							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
Demonstrate vigilance to potential risks and hazards							
Demonstrate encouragement and support to others							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling

You must be able to:		PRN
	describe the main responsibilities of the employer and employee under the Health and Safety at Work etc. Act 1974	
	Explain the safe procedures for handling hazardous materials	
	state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored	
	describe organisational accident and incident recording and reporting procedures.	

Know how to use resources effectively

You must be able to:		PRN
	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	
	explain how to communicate effectively with team members, other colleagues and line managers on resource management	
	explain how to develop and argue an effective case for changes in the management of resources	
	explain how to enable people to identify and communicate the resources they need	
	describe the team and organisation objectives regarding the use of resources	
	describe the procedures for making recommendations on the use of resources	
	explain the trends and developments which may influence the future use of resources and how to plan for these	
	describe the importance of effective management of resources to the team	
	describe the principles underpinning the effective and efficient management of resources	
	explain the importance of keeping accurate records	
	explain how to encourage others to take responsibility for the control of resources in their own area of work	
	describe the problems which may occur with resources and how they can be dealt with	
	explain how to monitor and control the use of resources to maximise efficiency, whilst maintaining the quality of the products and services.	

Level:	4
Credit value:	7
Recommended GLH:	28

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

- Be able to manage the collection of recyclables and other materials.
- Be able to control situations that could have a negative impact on the environment
- Be able to use and communicate data and information.
- Be able to resolve problems that could affect the collection of recyclables and other materials.
- Be able to work in a manner which underpins effective performance.
- Understand the regulations, procedures and requirements for recycling.
- Know how to manage the collection of recyclables.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to manage the collection of recyclables and other materials.							
Implement procedures to monitor the quantity and quality of materials collected							
Make sure organisational procedures for rejecting recyclables and other materials remain effective							
Make sure recyclables and other materials requiring specific handling are dealt with correctly							
Revise procedures where monitoring data indicates changes or improvements are required							
Monitor the completion and accuracy of documentation relating to the collection process							
Make sure management of records meet organisational and legislative requirements							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to control situations that could have a negative impact on the environment							
Make sure systems and procedures are in place, and working effectively, for operatives to be able to identify potential or actual environmental impacts							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to use and communicate data and information							
Report environmental incidents promptly and accurately in accordance with approved procedures and practices							
Report promptly, to the correct people, unsound environmental practices							
Follow operational and organisational procedures for communicating information to other people							
Maintain records in accordance with operational and organisational requirements							
Check with correct personnel any circumstance where information appears to be incorrect							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems that could affect the collection of recyclables and other materials							
Resolve routine problems within the responsibility of the job role							
Refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures							
Report to the correct personnel any situations that require additional intervention							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
Demonstrate vigilance to potential risks and hazards							
Demonstrate encouragement and support to others							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Understand the regulations, procedures and requirements for recycling

You must be able to:		PRN
	Describe the main responsibilities of the employer and employee under the Health and Safety at Work etc. Act 1974	
	explain the safe procedures for handling hazardous materials	
	state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored	
	Describe organisational accident and incident recording and reporting procedures.	

Know how to manage the collection of recyclables

You must be able to:		PRN
	explain how to apply the legislation that applies to recycling and other materials	
	explain the identification procedures for recyclables and other materials	
	describe the implications of handling recyclables and other materials	
	state the emergency procedures	
	describe ways of communicating with personnel.	

Level:	4
Credit value:	6
Recommended GLH:	20

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

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

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

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

You must be able to:

PRN

	State the legal requirements that apply to own role in relation to health and safety	
	Consult with specialist advisor(s) on health and safety policy and procedures	
	Explain an organisation's health and safety responsibilities	
	Describe health and safety responsibilities in own area of responsibility	

Performance evidence required

Portfolio Reference Number (PRN)

Be able to promote the importance of health and safety practices

	Communicate an organisation's written health and safety policy to individuals within own area of responsibility						
	Allocate sufficient resources to deal with health and safety issues in own area of responsibility						
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required

Portfolio Reference Number (PRN)

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

	Consult with colleagues on health and safety hazards and risks in own area of responsibility						
	Assess health and safety hazards and risks in own area of responsibility						
	Identify hazards and risks that require action to be taken to ensure compliance with legal and organisational requirements						
	Develop and implement a plan in own area of responsibility						
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to monitor and review health and safety performance and policy in own area of responsibility							
	Establish procedures that monitor health and safety performance in own area of responsibility						
	Review the health and safety performance of own area of responsibility						
	Review the health and safety policy in own area of responsibility						
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Level:	4
Credit value:	8
Recommended GLH:	53

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

Be able to establish effective customer relations.

Be able to maintain and develop effective customer relations.

Understand how to build and maintain customer relations.

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to establish effective customer relations							
Identify the types of customers with whom they should build longer term customer relations and promote loyalty							
Communicate with these customers so that they know they are important to the organisation							
Explain their role, the purpose of making contact and the mutual benefits of building a longer term relationship							
Make it clear that they welcome two-way communication about customer expectations							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to maintain and develop effective customer relations							
Keep customers informed and accept criticism from customers openly and constructively							
Regularly assess whether customer expectations are being consistently met							
Use their influence and authority in their own organisation to ensure that customer needs are being met and, where possible, exceeded							
Collect feedback from customers and staff to ensure that solutions are being provided that result in customer satisfaction							
Analyse customer relations and propose changes that will develop longer term loyalty to people with authority in their organisation							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Understand how to build and maintain customer relations

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

Level:	5
Credit value:	5
Recommended GLH:	25

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

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

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

Be able to support colleagues in learning and its application.

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

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to identify the learning needs of colleagues in own area of responsibility							
Identify gaps between requirements of colleagues' current or future work roles and their existing knowledge, understanding and skills							
Prioritise learning needs of colleagues							
Produce personal development plans for colleagues in own area of responsibility							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Understand how to develop a learning environment in own area of responsibility	
You must be able to:	PRN
explain the benefits of continual learning and development	
explain how learning opportunities can be provided for own area of responsibility.	

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to support colleagues in learning and its application							
Identify information, advice and guidance to support learning							
Communicate to colleagues to take responsibility for their own learning							
Explain to colleagues how to gain access to learning resources							
Support colleagues to practise and reflect on what they have learned							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Unit 406 Support learning and Development within own Area of Responsibility

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to evaluate learning outcomes and future learning and development of colleagues							
	examine with each colleague, whether the learning activities undertaken have achieved the desired outcomes						
	support colleagues when updating their personal development plan.						
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Level:	4
Credit value:	5
Recommended GLH:	25

Unit aim

This unit is about ensuring that the work required in your area of responsibility is effectively planned and fairly allocated to individuals and/or teams. It also involves monitoring the progress and quality of the work of individuals and/or teams to ensure that the required level or standard of performance is being met and reviewing and updating plans of work in the light of developments. The 'area of responsibility' may be, for example, a branch or department or functional area or an operating site within an organisation.

Learning outcomes

- Be able to produce a work plan for own area of responsibility
- Be able to allocate and agree responsibilities with team members
- Be able to monitor the progress and quality of work in own area of responsibility and provide feedback
- Be able to review and amend plans of work for own area of responsibility and communicate changes

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to identify the learning needs of colleagues in own area of responsibility							
explain the context in which work is to be undertaken							
identify the skills base and the resources available							
examine priorities and success criteria needed for the team							
produce a work plan for own area of responsibility							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to allocate and agree responsibilities with team members							
identify team members' responsibilities for identified work activities							
agree responsibilities and SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with team members.							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to allocate and agree responsibilities with team members							
identify ways to monitor progress and quality of work							
monitor and evaluate progress against agreed standards and provide feedback to team members.							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to review and amend plans of work for own area of responsibility and communicate changes							
review and amend work plan where changes are needed							
communicate changes to team members.							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Level: 4

Credit value: 10

Recommended GLH: 32

Unit aim

This unit is about identifying and implementing improvements to recycling activities. It requires carrying out detailed analysis to identify and implement improvements.

Learning outcomes

- Be able to monitor operations to identify improvements to recycling activities
- Be able to evaluate the costs and benefits for improving the recycling operations
- Be able to produce project plans for implementing improvements to recycling activities
- Be able to implement and evaluate improvements to recycling activities
- Be able to use and communicate data and information
- Be able to resolve problems that could affect the implementation and improvement of recycling activities
- Be able to work in a manner which underpins effective performance
- Understand the regulations, procedures and requirements for recycling
- Know how to implement improvements to recycling activities

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to monitor operations to identify potential improvements to recycling activities							
use information to identify potential improvements							
consult with others to identify where improvements could be made.							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to evaluate the costs and benefits for improving the recycling operations							
use a range of information to analyse and determine improvements							
evaluate proposed improvements against company objectives							
demonstrate the possible impact of proposed improvements on other elements of the activities							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to produce project plans for implementing improvements to recycling activities							
monitor implementation of the plan against the agreed specifications, schedules and budgets							
rectify any deviations from the plan, specifications, schedules or budgets							
resolve any problems in achieving the expected project outcomes							
evaluate and review the changes and benefits through the improvement plan							
report on the evaluation and review to those people agreed within the project plan							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Unit 408

Identify and implement improvements to recycling activities

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to implement and evaluate improvements to recycling activities							
monitor implementation of the plan against the agreed specifications, schedules and budgets							
rectify any deviations from the plan, specifications, schedules or budgets							
resolve any problems in achieving the expected project outcomes							
evaluate and review the changes and benefits through the improvement plan							
report on the evaluation and review to those people agreed within the project plan							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to implement and evaluate improvements to recycling activities							
communicate the recommendations for improvements to those people who might be affected by the changes and invite their feedback							
provide clear and sufficient information to those responsible for implementing the improvement plan							
follow operational and organisational procedures for communicating information to other people							
evaluate and review the changes and benefits through the improvement plan							
maintain records in accordance with operational and organisational requirements							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems that could affect the implementation and improvement of recycling activities							
	resolve routine problems within the responsibility of the job role						
	refer problems and conditions outside the responsibility of the job role to the correct personnel						
	report to the correct personnel any situations that require additional intervention						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
	demonstrate vigilance to potential risks and hazards						
	demonstrate the use of different leadership styles in response to individual circumstances						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Know how to implement improvements to recycling activities							
	describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'						
	explain the safe procedures for handling hazardous materials						
	state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored						
	describe organisational accident and incident recording and reporting procedures.						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Know how to implement improvements to recycling activities							
describe the legislation relating to health, safety and the environment							
describe the company objectives							
explain recent developments in technology and operating procedures and how they impact on the recycling industry							
state the current operating costs within own area of responsibility and how the costs are broken down							
state the costs of proposed improvements to include: capital installation running costs							
describe analytical methods and techniques used in preparing proposals							
explain the impact of potential improvements on other aspects of activities							
describe the reporting line procedures in terms of the following project approval monitoring evaluation							
explain how to monitor the implementation of an improvement plan, including any problems that may be experienced along with the steps that could be taken to respond to these.							
Type of evidence ➔							
O = Observation Q = Question & answer S = Simulation/RWE							

Level: 4

Credit value: 8

Recommended GLH: 30

Unit aim

This unit is about planning and managing a project for which you have been given responsibility. This involved developing and agreeing a plan, monitoring and controlling its implementation, ensuring the project achieves its key objectives.

Learning outcomes

- Understand the principles, processes, tools and techniques of project management
- Be able to agree the scope and objectives of a project
- Be able to identify the budget in order to develop a project plan
- Be able to implement a project plan
- Be able to manage a project to its conclusion

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Understand the principles, processes, tools and techniques of project management

You must be able to:

PRN

explain the benefits of continual learning and development

explain how learning opportunities can be provided for own area of responsibility.

Performance evidence required

Portfolio Reference Number (PRN)

Be able to agree the scope and objectives of a project

agree SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives and scope of the project with project sponsor(s) and stakeholders

Type of evidence →

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required

Portfolio Reference Number (PRN)

Be able to agree the scope and objectives of a project

agree SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives and scope of the project with project sponsor(s) and stakeholders

consult with stakeholders to negotiate the project plan

identify potential risks and contingencies

establish criteria and processes for evaluating the project on completion

Type of evidence →

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to implement a project plan							
	allocate roles and responsibilities to project team members						
	consult with stakeholders to negotiate the project plan						
Type of evidence →							
O = Observation Q = Question & answer S = Simulation/RWE							

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to manage a project to its conclusion							
	apply a range of project management tools and techniques to monitor, control and review progress						
	provide support to project team members						
Type of evidence →							
O = Observation Q = Question & answer S = Simulation/RWE							

Level: 4**Credit value:** 13**Recommended GLH:** 36**Unit aim**

This unit is about planning and managing a project for which you have been given responsibility. This involved developing and agreeing a plan, monitoring and controlling its implementation, ensuring the project achieves its key objectives.

Learning outcomes

- Be able to determine opportunities for tendering contracts
- Be able to prepare and submit proposals for providing existing and new recycling services
- Be able to finalise contracts for services with existing and new clients
- Be able to use and communicate data and information
- Be able to resolve problems that could affect contracts for recycling services
- Be able to work in a manner which underpins effective performance
- Understand the regulation procedures and requirements for recycling
- Understand the tender and contracting process for recycling services

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to determine opportunities for tendering contracts							
assess tender opportunities in accordance with organisational procedures							
define and confirm client needs							
offer alternatives to the client if the tender specification is considered unachievable							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to prepare and submit proposals for providing existing and new recycling services							
prepare proposals using relevant information							
assess the resources required to fulfil the contracts							
agree with the client any variations from the tender requirements							
identify client benefits in the proposal and in the presentation to the client							
complete documentation and submit in accordance with the tender and within the specified timescale							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to use and communicate data and information							
follow operational and organisational procedures for communicating information to other people							
maintain records in accordance with organisational requirements							
check with correct personnel any circumstances where information appears to be incorrect							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems that could affect contracts for recycling services							
resolve routine problems within the responsibility of the job role							
refer problems and conditions outside the responsibility of the job role to the correct personnel using organisational procedures							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
demonstrate vigilance to potential risks and hazards							
demonstrate the use of different leadership styles in response to individual circumstances							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Understand the regulation procedures and requirements for recycling

You must be able to:		PRN
	describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'	
	explain the safe procedures for handling hazardous materials	
	state the type of personal protective equipment and clothing needed and how they must be used, cleaned and stored	
	describe organisational accident and incident recording and reporting procedures.	

Understand the tender and contracting process for recycling services

You must be able to:		PRN
	describe the organisational policy related to pursuing tenders	
	explain the criteria for assessment of tender opportunities and decision making	
	describe the tender requirements and procedures	
	explain how to identify client needs	
	explain how to evaluate own previous contract performance	
	explain how to evaluate potential competitive activity	
	explain how to identify variations to be negotiated	
	state the resources and services available	
	describe the operating costs	
	explain how to negotiate variations	
	describe the contract law associated with preparing and obtaining contracts	
	describe the organisational policies for contracting for recycling services	
	describe the organisational documentation and presentation styles	
	describe the services currently provided to clients	
	explain how to use ways of communication	
	explain how to determine contract contingencies and liability assignment	
	explain how to determine criteria for performance measures, rewards and liquidated damages	

Unit 411 Manage contracts for recycling services

Level: 4
Credit value: 5
Recommended GLH: 14

Unit aim

This unit is about implementing and managing contracts for recycling services.

Learning outcomes

- Be able to prepare to implement contracts for recycling activities
- Be able to implement and control the operation of contracts
- Be able to negotiate variations to contracts
- Be able to review contract performance and use data to enhance future contracts
- Be able to use and communicate data and information
- Be able to resolve problems that could affect the management of contracts
- Be able to work in a manner which underpins effective performance
- Understand the regulation procedures and requirements for recycling
- Understand contract management for recycling services

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to prepare to implement contracts for recycling activities							
	confirm with clients and own team the expected standards of operation required for the contract						
	confirm the methods agreed for monitoring performance of the contract						
	quantify the resources required for the contract, decide who will provide them, and make arrangements to obtain them						
	agree the measures to be taken to make sure the contract meets all the requirements						
	confirm resources expenditure is in accordance with contract requirements						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to implement and control the operation of contracts							
	evaluate operating procedures to make sure they meet the requirements of the contract						
	assess compliance with the agreed standards of performance at appropriate intervals						
	manage, record and report contract variations to the client and own team						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to implement and control the operation of contracts							
involve the client in discussions about situations which require variations and re-negotiate the contract terms							
assess compliance with the agreed standards of performance at appropriate intervals							
summarise and prepare costs for suggested changes and circulate it to the relevant people							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to review contract performance and use data to enhance future contracts							
collate and assess data from contract performance							
help to prepare future recycling services proposals							
summarise and cost changes and circulate to own team for comment							
pass information on changes to those people who are responsible for future tender responses							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to use and communicate data and information							
	follow operational and organisational procedures for communicating information to other people						
	maintain records in accordance with organisational requirements						
	check with correct personnel any circumstances where information appears to be incorrect						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems that could affect the management of contracts							
resolve routine problems within the responsibility of the job role							
refer problems and conditions outside the responsibility of the job role to the correct personnel using organisational procedures							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
demonstrate vigilance to potential risks and hazards							
demonstrate the use of different leadership styles in response to individual circumstances							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Understand the regulation procedures and requirements for recycling							
describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'							
explain the safe procedures for handling hazardous materials							
state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored							
describe organisational accident and incident recording and reporting procedures							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Understand the tender and contracting process for recycling services		
You must be able to:		PRN
	describe the channels of communication between contract parties	
	explain how to quantify and make available necessary resources	
	explain how to determine resources required	
	give two examples of contract conditions	
	state the quality requirements of the contract	
	explain how to monitor and communicate results	
	explain the techniques of negotiating and implementing changes	
	explain how to identify causes of variations, and implement changes	
	describe the operating costs	
	describe the operating procedures and their relationship to contract requirements	
	explain how to review contracts	
	explain how to manage contract performance	
	explain how to respond to changes in legislation and organisational policy	
	explain how changes in circumstances, new technology or techniques can affect the operation of contracts	
	explain how to incorporate feedback on the contract	
	explain how to recommend changes for future contracts	

Unit 412

Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials

Level: 4

Credit value: 5

Recommended GLH: 19

Unit aim

This unit is about using environmental protection measures to help manage facilities for processing or storing recyclables and other materials.

Learning outcomes

- Be able to implement systems and control measures for processing or storage of recyclables and other materials
- Be able to minimise risks to the environment through protection measures
- Be able to develop a work environment that promoted responsibility for environmental wellbeing
- Be able to use and communicate data and information
- Be able to resolve problems that could affect the implantation of contracted services
- Be able to work in a manner which underpins effective performance
- Understand the regulation procedures and requirements for recycling
- Know how to protect the environment

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Unit 412

Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to implement systems and control measures for processing or storage of recyclables and other materials							
implement systems to monitor and control working practices, and the use of materials, products or equipment which could cause harm to the environment in accordance with organisational procedures							
report any hazards which present risks outside area of responsibility and capability							
make sure preventative or corrective measures are taken when monitoring data shows							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to minimise risks to the environment through protective measures							
make sure environmental protection measures are established for all site operations consistent with applicable legislation and the organisation's environmental policy and procedure							
provide advice and guidance to staff through a range of communication and training methods with the purpose of limiting and controlling potential or actual harm to the environment							
maintain accurate and up-to-date records of potential and actual harm to the environment and the steps taken to limit and control risks							
use your own and others experience of dealing with environmental hazards to improve environmental protection control systems and procedures							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to develop a work environment that promoted responsibility for environmental well-being							
communicate the environmental procedures to all staff in line with organisational procedures							
promote the organisation's commitment to the environmental protection and encourage staff to demonstrate their commitment through contributions to reviews of practices and procedures							
make sure staff receive training on implementing environmental procedures and address any shortfalls which are identified							
investigate and correct any situations where there is non-compliance with protection procedures							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to use and communicate data and information							
report environmental incidents in accordance with organisational procedures and practices							
report promptly, to the correct people, unsound environmental practices							
follow operational and organisational procedures for communicating information to other people							
maintain records in accordance with organisational requirements							
inform correct personnel of any circumstance where information appears to be incorrect							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems that could affect the implementation of contracted services							
	resolve routine problems within the responsibility of the job role						
	refer problems and conditions outside the responsibility of the job role using organisational procedures						
	report to the correct personnel any situations that require additional intervention						
	report pollution incidents to the correct people						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
	demonstrate vigilance to potential risks and hazards						
	demonstrate the use of different leadership styles in response to individual circumstances						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Understand the regulation procedures and requirements for recycling							
describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'							
explain the safe procedures for handling hazardous materials							
state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored							
describe organisational accident and incident recording and reporting procedures							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
describe the environmental legislation as it relates to the organisation							
describe the organisational environmental policy and procedures							
explain how to identify, monitor and evaluate activities which may cause harm to the environment							
explain the hazards to the environment arising from the activities carried out on site and the procedures required to minimise and manage risk							
describe the importance of being aware of environmental hazards							
state the personal responsibilities for controlling hazards to the environment							
state the risk identification methods, techniques and monitoring systems suitable for a facility that handles recyclable materials							
describe the environmental control systems required for operations carried out on their facility							
describe the actions and personal authorisation for responding to hazards which present risk to the environment and which situations should be referred to someone else							
explain legal and organisational requirements for reporting potential and actual harm to the environment							
explain how to communicate organisational environmental procedures							
describe the importance of making sure people understand and follow organisational procedures, and how to do this							
describe the legal and organisational requirements for staff training in relation to environmental protection and							

	organisational procedures for ensuring staff receive the required training						
	describe the records required by legislation and your organisation relating to environmental procedures and incident reports						
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Level: 4**Credit value:** 5**Recommended GLH:** 28**Unit aim**

This unit is about ensuring the activities for the receipt and inspection of recyclable and other materials are carried out in a way which is safe and deals with the various types of materials effectively.

Learning outcomes

- Be able to manage the reception of recyclables and other materials
- Be able to control hazards and risks
- Be able to use and communicate data and information
- Be able to resolve problems that could affect the reception of recyclables and other materials
- Be able to work in a manner which underpins effective performance
- Understand the regulation procedures and requirements for recycling
- Know how to manage the reception of recyclables and other materials

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to manage the reception of recyclables and other materials							
manage procedures to make sure received and inspected recyclables and other materials comply with organisational procedures, practices, and current legislation							
handle all materials correctly							
monitor and maintain safe systems for vehicle movements and unloading							
revise systems and procedures where evidence indicates changes are required							
identify and act on unauthorised recyclables and other materials in accordance with organisational policy and procedures							
Type of evidence →							
O = Observation Q = Question & answer S = Simulation/RWE							

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to control hazards and risks							
use risk assessments to determine risks to health and safety							
implement control measures to minimise risks to health and safety							
investigate and resolve complaints							
monitor and maintain organisational procedures for site visitors							
Type of evidence →							
O = Observation Q = Question & answer S = Simulation/RWE							

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems that could affect the reception of recyclables and other materials							
	resolve routine problems within the responsibility of the job role						
	refer problems and conditions outside the responsibility of the job role using organisational procedures						
	report any situations that require additional intervention						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
show vigilance to potential risks and hazards							
demonstrate the use of different leadership styles in response to individual circumstances							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Understand the regulation procedures and requirements for recycling							
describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'							
explain the safe procedures for handling hazardous materials							
state the types of personal protective equipment and clothing needed and how they must be							
describe organisational accident and incident recording and reporting procedures.							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Know how to manage the reception of recyclables and other materials							
state the legislation relating to the acceptance of recyclables and other materials							
describe the storage and handling implications of the recyclables and other material types received							
describe the different handling equipment available on site, and the function, use and limitations of each of these							
describe the safe movement and unloading methods of vehicles around the site							
describe the risks to the environment and human health arising from the reception and inspection of recyclables and other materials and the procedures required to minimise risk							
describe the procedure for the proper management and control of the reception, inspection and validation of recyclables and other materials							

	explain how to produce and use risk assessments						
	describe the induction procedures for working on site and access by visitors						
Type of evidence ➔							

O = Observation

Q = Question & answer S = Simulation/RWE

Level: 4**Credit value:** 8**Recommended GLH:** 51**Unit aim**

This unit is about acting in the capacity as a client when selecting a contractor for the supply of recycling activities. It involves getting together all the legal and organisational information the learner will need in order to prepare tenders, resolve queries, and taking all the steps necessary for selecting and appointing contractors.

Learning outcomes

Be able to prepare the invitation to tender for the supply of recycling activities

Be able to evaluate tender bids

Be able to place the contracts for the supply of recycling activities

Be able to use and communicate data and information

Be able to manage problems that could affect the supply of goods or services

Understand the regulation procedures and requirements for recycling

Know how to manage the reception of recyclables and other materials

Know how to award contracts

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Unit 414

Award contracts for the supply of recycling activities

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to prepare the invitation to tender for the supply of recycling contracts							
agree with own team details of the services or goods required							
agree and record the criteria for the selection of contractors							
prepare the draft contract documentation to meet organisational policy and legal requirements and which includes cancellation procedures							
take account of comments from others and modify the contract tender documentation							
offer within the draft contract adequate protection and acceptable risk regarding default							
include in the draft contract criteria for successful performance and payment procedures							
prepare tenders and circulate to potential suppliers							
provide additional information to potential suppliers as required.							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to evaluate tender bids							
administer bids as required by legislation and organisational procedures							
evaluate bids against selection criteria							
consult with others and recommend which supplier should be offered the contract.							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to place the contracts for the supply of recycling activities							
obtain authorisation for the contract before sending it to the supplier with a requirement for its receipt to be acknowledged							
make the contract offer							
resolve contract queries from the supplier							
make sure all contract documentation is complete and accurate							
communicate and distribute contract details to the correct people							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to use and communicate data and information							
report environmental incidents in accordance with organisational procedures and practices							
report promptly, to the correct people, unsound environmental practices							
follow operational and organisational procedures for communicating information to other people							
maintain records in accordance with organisational requirements							
check with correct personnel any circumstances where information appears to be							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Unit 414

Award contracts for the supply of recycling activities

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to manage problems that could affect the supply of goods or services							
manage day-to-day problems within the responsibility of the job role							
refer problems and conditions outside the responsibility of the job role using organisational procedures							
follow operational and organisational procedures for communicating information to other people							
report pollution incidents to the correct people							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
demonstrate vigilance to potential risks and hazards							
demonstrate the use of different leadership styles in response to individual circumstances							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Understand the regulation procedures and requirements for recycling							
describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'							
explain the safe procedures for handling hazardous materials							
state the types of personal protective equipment and clothing needed and how they must be							
describe organisational accident and incident recording and reporting procedures							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Know how to award contracts							
describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'							
explain the safe procedures for handling hazardous materials							
state the types of personal protective equipment and clothing needed and how they must be							
describe organisational accident and incident recording and reporting procedures							
explain how to prepare contracts for new and continuing business							
describe the procedures for administering tender bids and organisational policy on the acceptance of tender bids using selection criteria							
explain contract terms and conditions including required conditions of supply and suppliers production and delivery timescales							
explain contract terms and conditions including required conditions of supply and suppliers production and delivery timescales							
explain the process for resolving queries with a contractor							
describe the procedure for distributing contract details							
explain any coding systems used by the organisation							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Level:	5
Credit value:	4
Recommended GLH:	36

Unit aim

This unit is about acting in the capacity as a client to monitor and manage the services or supplies of contracts you have awarded to another organisation.

Learning outcomes

- Be able to implement contracts for recycling activities
- Be able to manage contract requirements
- Be able to evaluate and authorise variations to contracts
- Be able to review contract performance and use data to enhance future contracts
- Be able to use and communicate data and information
- Be able to resolve problems that could affect the implementation of contracted services
- Be able to work in a manner which underpins effective performance
- Understand the regulation procedures and requirements for recycling
- Know how to implement contracts for recycling services

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to implement contracts for recycling activities							
confirm communication channels between own organisation and the contractors are understood by all concerned							
confirm, with own team and the contractors, the methods agreed for assessing contract performance							
inform team and the contractor of the results of monitoring contract performance							
make arrangements for payment based on the assessment of performance against the contract							
maintain records showing reasons for variations if payment differs from the contract terms							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to manage contract requirements							
manage investigations where contract requirements have not been met							
initiate discussions with the contractor to find ways of resolving disputes							
refer details of failures for legal advice and initiate action to obtain redress if necessary							
seek alternative services when the contractor fails to meet the contract							
appraise contractor performance for supply of contracted services and circulate the results to							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to evaluate and authorise variations to contracts							
examine and assess requests for variation to the contract to confirm they are justified							
provide an evaluation of the effects of variation requests on contract finances, timescales and services							
agree any alteration to terms and payments with the contractor and record them in accordance with organisational procedures							
inform promptly the contractor and own team about approved variations and their implications							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to evaluate and authorise variations to contracts							
examine and assess requests for variation to the contract to confirm they are justified							
provide an evaluation of the effects of variation requests on contract finances, timescales and services							
agree any alteration to terms and payments with the contractor and record them in accordance with organisational procedures							
inform promptly the contractor and own team about approved variations and their implications							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to review contract performance and use data to enhance future contracts							
collate and assess data from the contractor's performance and use it for helping the preparation of future contracts							
summarise and cost suggested changes and circulate the information for comment							
incorporate approved changes into the contract specification process for future tenders							
Type of evidence →							

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to use and communicate data and information							
report environmental incidents in accordance with organisational procedures and practices							
2. report any unsound environmental practices in accordance with organisational procedures and practices							
follow operational and organisational procedures for communicating information to other people							
maintain records in accordance with organisational requirements							
check with correct personnel any circumstances where information appears to be incorrect							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to resolve problems that could affect the implementation of contracted services							
resolve routine problems within the responsibility of the job role							
refer problems and conditions outside the responsibility of the job role using organisational procedures							
report to the correct personnel any situations that require additional intervention							
report pollution incidents to correct people							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to work in a manner which underpins effective performance							
demonstrate vigilance to potential risks and hazards							
demonstrate the use of different leadership styles in response to individual circumstances							
Type of evidence →							

Performance evidence required	Portfolio Reference Number (PRN)						
Understand the regulation procedures and requirements for recycling							
describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'							
describe the approved procedures relating to health, safety and the environment for self and others							
explain the safe procedures for handling hazardous materials							
state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored							
describe the organisational accident and incident recording and reporting procedures							
Type of evidence →							

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.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to review human resource requirements to meet business objectives in own area of responsibility							
Examine the human resources required to meet objectives in own area of responsibility							
Identify gaps between current and required human resources to meet objectives							
Assess the options for human resource requirements to meet objectives							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

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

You must be able to:

PRN

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

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to participate in the recruitment and selection process							
Consult with relevant others to produce or update job descriptions							
Agree with colleagues the stages in the recruitment and selection process for identified vacancies							
Identify the methods and criteria that will be used in the recruitment and selection process							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to evaluate the recruitment and selection process and identify improvements for the future							
	Assess and select candidates using agreed methods and criteria						
	Evaluate the recruitment and selection methods and criteria used in own area of responsibility						
	Identify ways of improving future recruitment and selection						
Type of evidence ➔							

O = Observation

Q = Question & answer S = Simulation/RWE

Unit 502

Manage and plan an operational area within an organisation

Level:	5
Credit value:	9
Recommended GLH:	38

Unit aim

This unit is about identifying and planning the workforce requirements, communicating the plans and consistently reviewing the workforce requirements of an operational area.

Learning outcomes

- Be able to identify workforce requirements in an operational area
- Be able to review the current workforce of an operational area
- Be able to plan the workforce requirements of an operational area
- Be able to communicate workforce plans

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to identify workforce requirements in an operational area							
identify specialist expertise that may be useful in workforce planning							
analyse key operational issues that are likely to impact on workforce requirements							
review and organisations operational objectives and plans to inform workforce planning							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to review the current workforce of an operational area							
identify and assess any gaps, between the current workforce capacity and future workforce requirements							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to plan the workforce requirements of an operational plan							
identify and assess any gaps, between the current workforce capacity and future workforce requirements							
ensure that resources needed to recruit, keep and redeploy people are made available							
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to communicate workforce plans							
	communicate workforce plans to relevant individuals						
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Level:	5
Credit value:	6
Recommended GLH:	30

Unit aim

This unit is about developing productive working relationships with colleagues, within your own organisation and within other organisations with which your organisation works, and with identified stakeholders. It involves being aware of the roles, responsibilities, interests and concerns of colleagues and stakeholders and working with and supporting them in various ways. The need to monitor and review the effectiveness of working relationships with colleagues and stakeholders is also a key requirement of this unit. 'Colleagues' are any people you are expected to work with, whether they are at a similar position or in other positions in terms of level of responsibility, including your manager.

Learning outcomes

Be able to provide colleagues and stakeholders with information

Be able to consult with colleagues and stakeholders in relation to decisions or activities

Understand the importance of fulfilling agreements and honouring commitments to colleagues and stakeholders

Understand how to manage potential conflicts of interest

Understand how to be able to monitor working relationships

Be able to review and improve the effectiveness of working relationships

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to provide colleagues and stakeholders with information							
identify information to be communicated to selected colleagues and stakeholders							
adapt and present appropriate information in ways that promote understanding to colleagues or stakeholders							
Type of evidence →							
O = Observation Q = Question & answer S = Simulation/RWE							

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to consult with colleagues and stakeholders in relation to decisions or activities							
communicate with colleagues and stakeholders regarding any decisions or activities							
Type of evidence →							
O = Observation Q = Question & answer S = Simulation/RWE							

Understand the importance of fulfilling agreements and honouring commitments made to colleagues and stakeholders	
You must be able to:	PRN
examine the benefits of ensuring agreements made with colleagues and stakeholders are fulfilled	
examine the negative impact on individuals and organisations of not fulfilling agreements made with colleagues and stakeholders	

Understand how to manage potential conflicts of interest	
You must be able to:	PRN
explain how to identify and manage potential conflicts of interest	

Understand how to be able to monitor working relationships	
You must be able to:	PRN
explain the importance of monitoring changes in the working environment in	

	relation to colleagues and stakeholders	
	explain how to monitor change in the working environment	

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to review and improve the effectiveness of working relationships							
analyse feedback on working relationships from colleagues and stakeholders							
evaluate working relationships with colleagues and stakeholders in terms of continued use and effectiveness							
identify and implement improvements to working relationships							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Level:	5
Credit value:	3
Recommended GLH:	20

Unit aim

This unit enables learners to monitor, implement and review business processes in their own area of responsibility.

Learning outcomes

Be able to monitor business processes in own area of responsibility

Be able to review and improve business processes in own area of responsibility

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to monitor business processes in own area of responsibility							
	develop measures that are appropriate and provide suitable information to assess business processes						
	monitor the quality of work against key success criteria working with relevant stakeholders						
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to review and improve business processes in own area of responsibility							
	review business processes						
	evaluate working relationships with colleagues and stakeholders in terms of continued use and effectiveness						
	implement revised business processes to all relevant stakeholders						
	measure the effects of change in business processes in own area of responsibility						
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Level:	5
Credit value:	7
Recommended GLH:	30

Unit aim

This unit is about having ownership of and being responsible for a budget for a defined area or activity of work. It initially involves preparing, submitting and agreeing a budget for a set operating period. It also involves monitoring actual performance against the agreed budget and taking necessary action in response to identified variances and any unforeseen developments.

Learning outcomes

Be able to prepare a budget for own area of responsibility

Be able to manage a budget

Be able to review budget management performance

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used. The charts below give guidance on the acceptable types of evidence for each statement in the 'what you must do' learning outcomes. Each statement must be covered, but it does not mean that you must provide evidence for all types allowed.

work

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to prepare a budget for own area of responsibility							
evaluate information on resource requirements for own area of activity or work							
produce a draft budget							
communicate the final budget with relevant stakeholders							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to manage a budget							
analyse variances between planned and actual expenditure							
provide information on performance to relevant stakeholders							
explain how to take corrective action within the limits of own authority, in response to budget variances and developments							
explain proposed revisions to budget and obtain agreement where actions are beyond the scope of own authority							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Performance evidence required	Portfolio Reference Number (PRN)						
Be able to review budget management performance							
review performance against budget							
assess improvements for future budget planning and management							
monitor budget performance and implement changes within the limits of own authority or obtain agreement							
Type of evidence →							

O = Observation

Q = Question & answer S = Simulation/RWE

Observation report

Level [x] Diploma in [add title] (0748)

Candidate:	Assessor:	PRN:
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Applicable units

Report

Learning outcome ref.

Report continued

Learning outcome ref:

Questions asked with answers:	Learning Outcome ref:
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Assessor feedback –

Candidate signature Date

Assessor Date

Unit 610**

Set objectives and provide support for team members

This unit has replaced unit 310. Learners registered before 1st July 2017 should use unit 310. Learners registered after 1st July 2017 should use this unit.

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:

5. Communicate the team's purpose and objectives to team members
6. Develop a plan with team members showing how team objectives will be met
7. Support team members identifying opportunities and providing support
8. 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 610 Set objectives and provide support for team members**

Assessment Criteria

Outcome 1 Communicate the team's purpose and objectives to team members

The learner can:

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

Outcome 2 Develop a plan with team members showing how team objectives will be met

The learner can:

7. discuss how team objectives will be met with team members
8. ensure team members participate in the planning process
9. develop plans to meet team objectives
10. set SMART personal work objectives with team members.

Outcome 3 Support team members identifying opportunities and providing support

The learner can:

5. identify opportunities and difficulties faced by team members
6. discuss opportunities and difficulties with relevant team members
7. provide advice and support to team members to overcome difficulties and challenges
8. provide advice and support to team members to make the most of identified opportunities.

Outcome 4 Monitor and evaluate progress and recognise individual and team achievement.

The learner can:

10. monitor and evaluate individual and team activities and progress
11. provide recognition when individual and team objectives have been achieved.

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:

5. examine the human resources required to meet objectives in own area of responsibility
6. identify gaps between current and required human resources to meet objectives
7. 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:

5. explain how to ensure recruitment and selection processes are fair
6. explain how to ensure that legal requirements, industry regulations, organisational policies and professional codes are met
7. 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:

11. consult with relevant others to produce or update job descriptions
12. agree with colleagues the stages in the recruitment and selection process for identified vacancies
13. 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:

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

Health and Safety

All City & Guilds centres have to make sure that they provide a safe and healthy environment for training, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

You are responsible for making sure that you understand, and comply with, the Health and Safety practice and policies in the workplace where you will be assessed. Your assessment may be stopped if you do not comply, and your assessor will explain the problem to you. You may need to retake your assessment at a later date.

Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website www.cityandguilds.com, City & Guilds Customer Relations Team or your centre.

Access to assessment

City & Guilds qualifications are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the N/SVQ allows for this. This must be agreed before you start your N/SVQ.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website www.cityandguilds.com, from the City & Guilds Customer Relations Team or your centre.

Complaints and appeals

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website www.cityandguilds.com or is available from the City & Guilds Customer Relations Team or your centre.

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, Certificates, Registrations/enrolment, 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
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WL-01-0748