

WAMITAB Level 3 Certificate in Weighbridge Operations

Maximum Guided Learning Hours: 88

Total Qualification time: TBC

Total Credits: 24

Qualification Code: 501/2147/9

WAMITAB Code: SWMWB3



Version 5, January 2017

About WAMITAB and this Qualification Handbook

About WAMITAB

WAMITAB is an awarding organisation and charity that develops qualifications for those working in resource management and recycling; cleaning; street cleansing; facilities management; and parking from operative through to management level.

Since it was formed in 1989, WAMITAB has evolved in line with the convergence between the sectors with a clear focus on promoting and supporting environmental sustainability. With over 120 qualification pathways and 70 quality assured centres, WAMITAB offers an unrivalled specialist network to support staff development.

Equal Opportunities

WAMITAB supports the principles of equal opportunities and we are committed to meeting these principles in the provision of all our qualifications and assessments. We firmly believe that all learners and stakeholders are therefore entitled to receive equal treatment irrespective of age, sex, race, marital status, religion, disability or sexual orientation.

The Purpose of this Qualification Handbook

Welcome to your WAMITAB Qualification Handbook. This will help you to complete your Level 3 Certificate in Weighbridge Operations.

- The units you need to achieve to complete your qualification.
- Information about your responsibilities as a candidate.
- Reference information covering each learning outcome and assessment criteria.
- Activities you can use to test your understanding.
- Forms you can use to record and organise your evidence.

Candidate Information

Name

WAMITAB Candidate Number

Registration Date

Enrolment Date

Centre Name

Centre Address

Centre Contact

Assessor Name

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Frequently Asked Questions

What is a qualification?

A qualification is nationally recognised, based on National Occupational Standards and gained in the workplace. Achieving your qualification demonstrates that you can work to the standards expected by employers in your industry.

What is the objective of this qualification?

This qualification is designed for those responsible for operating weighbridges on a wide variety of sites, including: waste disposal, recycling, quarries, processing plants and public weighbridges. Achievement of this qualification will meet the requirements of the weighbridge operator job role.

Who is it for?

- New entrants to the industry
 - Experienced workers that want evidence of their skills
-

What are the entry requirements of this qualification?

This qualification is open entry. This means that learners interested in undertaking the WAMITAB Level 3 Certificate in Weighbridge Operations do not require any other qualifications or levels of attainment in order to take this qualification.

What job role could this qualification lead to or support?

This qualification is ideal for people seeking entry to the waste and resource management sector, or those who are already working and require evidence of their competence operating a weighbridge. This qualification is designed to meet the requirements of specific job roles in the sector or within a particular organisation – these job roles include:

- Weighbridge operative
- Weighbridge operator
- Weighbridge clerk

People already working in relevant roles could be employed by local authorities, waste management companies or third sector (not-for-profit) organisations. This qualification will support the sector to overcome significant skills gaps as nearly one in five members of the workforce (18%) has no qualifications (UKCES, 2012).

What do I need to achieve?

To achieve this qualification, you must complete all the mandatory units. Additional units have been identified, should the learner wish to take them, but completion of these will NOT count toward achievement of the qualification.

Mandatory Units

Candidates must complete all units in this group to achieve the qualification.

- Conform to General Safety in the Workplace – WB1Q
- Conform to Efficient Working Practices in the Workplace – WB2Q
- Conform to General Workplace Environmental Requirements – WB3Q
- Operate the Weighbridge – WB4Q

Additional Units

Completion of these units will not count toward achievement of the qualification.

- Control the Sale of Stocked Material or Products – WB10Q
- Manage the Movement of Loads – WB5Q
- Organise the Transportation of Loads – WB6Q
- Contribute to the Provision of Customer Service – WB7Q
- Direct Vehicle Movements on Site – WB8Q
- Maintain Vehicle Crew Compliance with Operational Requirements – WB9Q

What is a unit?

The units of a qualification describe what you must be able to do and understand to perform work activities competently in your job role.

- Learning outcomes: describe what tasks you will be able to do as a result of learning
- Assessment criteria: describe what activities you will need to do and what you must know to complete each task.
- Evidence requirements: provide a summary of the evidence you will need to prove you are competent.

What is an approved WAMITAB Centre?

You will gain your qualification through an approved WAMITAB Centre. It may be your place of work, a local college or training provider. Assessment of your

qualification will be carried out at your place of work and the centre is responsible for the administration. Centre staff will therefore:

- Register you with WAMITAB
- Provide a candidate registration number
- Apply for your certificate when you have completed your qualification or units

How long will it take?

There is no time limit set by WAMITAB for you to complete your qualification, but your centre may have some requirements that they will explain to you.

Who will help me achieve my qualification?

The following people at the approved WAMITAB centre will help you to achieve your qualification.

Your Assessor

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

- Help you identify any training you need.
- Help you plan your workload and organise your evidence.
- Observe you carrying out your job in the workplace over a period of time.
- Ask questions about the work you do.
- Make decisions about your evidence.
- Judge when you are competent.
- Provide feedback.

Internal Quality Assurer

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

External Quality Assurer

An external quality assurer is employed by WAMITAB to ensure that your centre meets the required national standards for quality and assessment.

What are my responsibilities as a candidate?

As a candidate you will need to:

- Provide your centre with your personal details so they can register you with WAMITAB
- Collect and organise evidence agreed with your assessor
- Attend regular meetings with your assessor to discuss your progress
- Comply with health and safety law and regulations

What steps will I need to take to complete my qualification?

1. **Planning:** your assessor will tell you about the mandatory units of the qualification and will help you to select relevant optional units.
2. **Evidence:** you will gather evidence for your portfolio (see next question for types of evidence).
3. **Feedback:** your assessor will provide regular feedback on your progress and will arrange for additional training if needed. When your assessor tells you are competent after an assessment, it will be recorded in your handbook.
4. **Achievement:** once you have completed all the units and gathered all the evidence you need, your centre will apply for your WAMITAB certificate.

What are the evidence requirements for this qualification?

The primary sources of evidence for this qualification area:

- **Observation (O):** direct observation or witness testimony where direct observation is not possible. Where this evidence type has been suggested against Assessment Criteria which require the candidate to explain or describe, the assessor must hear or observe the explanation/description (directly or being delivered to others) or see it in writing. The assessor must not infer that the candidate can explain/describe based purely on observation.
- **Question and Answer (Q/A):** candidate statements, verbal questioning, professional discussion, written questions, product evidence supported by questioning
- **Simulation / Realistic working environment (S/R):** should be used as a last resort where allowed. Please see the Energy and Utility Skills Assessment Strategy for further information.

Where do I go if I need more information about my qualification and assessments?

- Your tutor/assessor
- Your qualification handbook
- WAMITAB (01604 231950/ www.wamitab.org.uk)

Useful Words

Approved Centre

WAMITAB Centres are training organisations that have met our strict quality standards and have been approved to deliver our qualifications to learners. They include private providers, colleges of further education, employers and prisons.

Assessment Criteria

These specify the standard that you are expected to meet to demonstrate that you have achieved the Learning Outcome. Assessment criteria are detailed enough to allow judgments to be made about your competence.

Assessor

A person who works with the Approved Centre to assess your competence against the standards set within the qualification. Assessors are qualified and experienced in the subject of the qualification you are registered for, and have the skills to plan and carry out your assessments. They will make judgments of your competence, based on the evidence you provide, and give feedback.

Competence

Competence, in relation to the qualification, describes your ability to consistently be able to undertake work activities, know and understand work-related tasks as per the requirements set out in the standards.

Evidence

You need to collect evidence to prove that you are competent as required by the standards set in the units of the qualification. There are different types of evidence, ranging from an assessor observing your work, question and answers, assignments and tests. Evidence can also be presented using photographs, audio and video files. Each unit gives guidance as to what is expected and acceptable evidence. Evidence must be authentic and your own work.

External Quality Assurer

This is an expert employed by WAMITAB to monitor, review and advise Approved Centres. The External Quality Assurer regularly visits the Approved Centre to check that all assessments are carried out correctly, to the same standard, and that all paperwork is maintained accurately and consistently. External Quality Assurers are qualified and experienced in the subject of the qualification that you are registered for. They therefore have the skills to check that the Approved Centre is operating properly and has all of the systems in place to deliver the qualification.

Internal Quality Assurer

A person who works with the Approved Centre to make sure that the assessment is carried out correctly, and that all administration of the assessment is properly managed. Internal Quality Assurers are qualified and experienced in the subject of the qualification that you are registered for, and have the skills to verify the work of the assessor for accuracy, quality and consistency.

Learner

A person who is registered to work towards achievement of a qualification – i.e. you!

Learning Outcome

These set out what you will be expected to know, understand or be able to do. Each learning outcome relates to one or more assessment criteria, and together they set a clear assessment standard for each unit.

Portfolio

This is a place where you will collect evidence to demonstrate your competence. A portfolio could be either hard-copy or electronic, but this will need to be agreed with the Approved Centre in advance. The evidence held in your portfolio must be your own work, and be clearly referenced to the units of the qualification.

Unit – Mandatory and Optional

Units form the building blocks of all qualifications that are nationally regulated. Units are small chunks of learning that focus on specific aspects of knowledge, skills and understanding. Mandatory units are those that you must achieve, and Optional units offer a range of subjects that you may choose between.

Vocational

A qualification is vocational when it relates directly to the skills, knowledge and understanding required to undertake a specific or broad job role.

WAMITAB

An Awarding Organisation for a wide range of qualifications in waste management and recycling, cleaning and street cleansing, facilities management and parking. WAMITAB is responsible for ensuring the on going quality of the delivery and assessment of qualifications, and issues certificates to learners upon completion. We have over 25 years of experience developing and quality assuring qualifications, training and course materials

Unit Terms

Analyse

Look at something (for example a process) and use given classifications or principles to gain a further understanding.

Apply

Put something into action – a “doing” task which requires “real” evidence from a workplace scenario.

Compare

Look at the characteristics of an item or activity and note the similarities and differences. This is more often used at level 1 and 2.

Critically Compare

Look at the characteristics of an item or situation, note the similarities and differences and their respective positive and negative aspects. In some cases, this can include the use of the comparison in context as the basis for decision making. This is generally used at level 3 and above.

Demonstrate

A doing verb which requires you to actually do what the assessment criteria requires. You will have to provide evidence of which clearly shows you applying your knowledge and skills to meet the requirements of the assessment criteria. The evidence for this can involve getting someone to take a picture of you completing the task or discussing the task with an assessor and recording the discussion using documentation, video, etc. Remember that it is not enough to just write about it unless the task requires this type of written evidence.

Describe

Provide a vivid picture of what it is by using imagery, adjectives and adverbs to make the subject easy to understand. It may also convey an idea or fact.

Determine

To find out or decide. This may involve research, following a set of procedures or carrying out a series of calculations to find a solution.

Develop

Build a process or activity or understanding either from scratch or using an existing product to create something workable.

Differentiate/ Distinguish

Look at the characteristics of an item or situation/ activity and explain the differences.

Evaluate/Justify

You must look at whatever the required content/process is and suggest other relevant, significant or possible outcomes. It is the process of exploring, checking and suggesting a likely outcome with reasons.

Explain

Provide a comprehensible answer that shows an understanding of the content/process mentioned. Your answer should include: what it is, how it works, what it looks like, what it does, how it happens, why it happens and any relevant reasons.

Identify

For most assessment criteria this requires the learner to list and describe what is required or relevant to produce an outcome, or requires the learner to make choices to achieve a particular aspect of their job. At levels 4, 5 and 6 this would require the learner to say what is available, make the choice and then to explain or justify why the choice was made.

Implement

Putting something into practice after the development process has taken place. This ensures that the product/process is actually employed and/or used by self and others during work activities.

List

Produce a number of relevant items which apply to the question. Further description is not required.

Manage

After a development process ensure that the product/process works using relevant management techniques.

Recognise

Be aware of, familiar with and able to identify an activity or product.

Mandatory Units

WB1Q: Conform to General Safety in the Workplace

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Identify hazards associated with the workplace and record and report in accordance with organisational procedures	1.1 Demonstrate organisational procedures in own area of work to identify hazards, reduce risks and maintain a safe and healthy workplace			
	1.2 Report and/or record hazards within the workplace and occupations at work			
	1.3 Describe what is meant by: <ul style="list-style-type: none"> • Hazard • Risk • Risk assessment • Incident 			
	1.4 Describe typical hazards associated with the occupational area including noise, resources, environmental, substances and articles, services, obstructions, storage and work activities			
	1.5 Demonstrate the methods used for reporting hazards in the workplace			
	1.6 State the organisational arrangements for risk assessment			
	1.7 Describe the factors to consider before attempting to manually handle or lift an object			
	1.8 Describe the organisational procedures for the storage on site of: <ul style="list-style-type: none"> • Plant, tools and equipment • Hazardous substances 			
	1.9 List the common causes of accidents, incidents and injuries in own workplace			
	1.10 List possible causes of occupational ill health in own workplace			
2. Comply with all workplace safety legislation requirements	2.1 State the primary duties of employers to its employees under the Health and Safety at Work Act 1974			
	2.2 State the primary duties of employees under the Health and Safety at Work Act			
	2.3 Select and wear general personal protective equipment (PPE) in the work environment in accordance with legislation and organisational requirements			

	2.4 Describe when and why PPE should be used including protective helmets, ear protection, overalls, safety boots and high visibility clothing			
	2.5 Adhere to statutory requirements, safety notices and warning notices displayed within the workplace			
	2.6 Describe which types of safety and warning notices are relevant to the occupational area, identifying examples			
	2.7 Demonstrate the organisational procedures in the area of work to maintain a clean and tidy workplace			
	2.8 Describe why the workplace must be kept clean and tidy			
3. Comply with and maintain all organisational security arrangements and approved procedures	3.1 Maintain security of the workplace by following organisational procedures relating to: - during the working day - on completion of the day's work - unauthorised personnel (other operatives and the general public) - theft			
	3.2 Explain how security procedures are implemented within the workplace			
4. Comply with all emergency procedures in accordance with organisational policy	4.1 Demonstrate the organisational procedures for reporting incidents, accidents or dangerous occurrences			
	4.2 Explain the importance of reporting all incidents, accidents or dangerous occurrences			
	4.3 Explain the organisational procedures to be followed in the event of a fire and other emergency situations			
	4.4 Identify the types of fire extinguishers available			
	4.5 Describe how and when the various types of fire extinguishers are used			
	4.6 Describe the organisational arrangements for the provision of first aid at the site			

WB2Q: Conform to efficient working practices in the workplace

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Communicate with others to establish productive working relationships	1.1 Communicate with colleagues and/or clients to ensure that the work is carried out efficiently.			
	1.2 Explain different methods of communicating with line managers, co-workers and clients.			
	1.3 Give reasons for using certain methods of communication for particular job activities.			
	1.4 Describe the reasons for communicating efficiently and effectively, and the consequences of poor communication.			
2. Follow organisational procedures to maintain good work relationships	2.1 Carry out work in conjunction with other workers and maintain harmonized relationships.			
	2.2 Explain how organisational work procedures are applied to maintain good working relationships with line managers, co-workers and clients.			
	2.3 State the reasons for effective working relationships with line managers, co-workers and clients.			
	2.4 Describe the consequences for efficient working if relationships with line managers, co-workers and clients are poor.			
3. Maintain appropriate records in accordance with the organisational procedures	3.1 Complete documentation relevant to the occupation and site in accordance with organisational procedures.			
	3.2 Describe how to maintain documentation in accordance with organisational procedures relating to: <ul style="list-style-type: none"> - the work activity - material/resource lists - accidents, incidents or dangerous occurrences 			
	3.3 Explain the reasons for ensuring documentation is completed clearly and within given timescales.			

WB3Q: Conform to General Workplace Environmental Requirements

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Identify environmental aspects	1.1 Describe the environmental aspects that could (actual and potential) have an impact on or pose a hazard to the work activity and adjoining areas			
	1.2 Demonstrate the procedure of checking that environmental controls, equipment and materials are in place and operational			
	1.3 Demonstrate the organisational procedure for: <ul style="list-style-type: none"> • Reporting the use of environmental control equipment or materials • Reporting an environmental aspect that may lead to an incident • Reporting an environmental incident • Reporting a non-compliance with environmental policies or procedures 			
	1.4 List the equipment and materials available for use in the event of an environmental incident			
	1.5 Demonstrate the correct use of environmental impact/incident equipment/materials			
	1.6 Describe the organisational policies and objectives for environmental management			
	1.7 Describe the organisational procedures for: <ul style="list-style-type: none"> • Environmental monitoring • Reporting environmental incidents • Recording environmental incidents • Rectifying situation where controls or equipment/materials are inoperable or unavailable • Dealing with environmental incidents • Safe use of equipment when dealing with environmental incidents 			
	1.8 Describe the implications to the organisation in the event of an environmental incident: <ul style="list-style-type: none"> • Affecting the workplace • Affecting areas outside the workplace 			

	1.9 List the sources of environmental information in relation to the work activity			
	1.10 Demonstrate the sourcing of and use of environmental information			
2. Control waste arising from the operations in their area of responsibility	2.1 Describe organisational procedures for efficient use of resources and waste reduction			
	2.2 Explain why efficient use of resources and waste reduction are important			
	2.3 Demonstrate organisational procedures to: <ul style="list-style-type: none"> • Reduce waste • Save energy or resources 			
	2.4 Demonstrate organisational waste disposal procedures			
	2.5 Explain the importance of correct disposal of waste			
	2.6 Explain the advantages of segregating different waste types			
	2.7 Describe the possible consequences of improper waste disposal			

WB4Q: Operate the Weighbridge

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 15				
Learning Outcome	Assessment Criteria			
1. Carry out prestart checks on the weighbridge	1.1 Demonstrate procedure for setting up and carrying out prestart checks on the weighbridge			
	1.2 Confirm that all equipment and resources required are available			
	1.3 Identify hazards associated with the weighbridge activity			
	1.4 Describe the weighbridge and ancillary equipment operation and its limitations			
	1.5 Explain the importance of carrying out organisational prestart procedures correctly			
	1.6 Describe the organisational procedures in the event of: <ul style="list-style-type: none"> • Identification of a hazard • Accidents and incidents • Weighbridge and ancillary equipment damage/faults/failure • Weighbridge calibration/testing • Maintenance • Contingency plans should weighbridge be out of use • A vehicle not meeting requirements for the load or for entering/leaving the site 			
	1.7 Demonstrate appropriate action in the event of: <ul style="list-style-type: none"> • Weighbridge faults • Identified hazards • Confirming work requirements • Accidents or incidents 			
2. Operate the weighbridge	2.1 Demonstrate safe operation of weighbridge			
	2.2 Demonstrate monitoring of performance of weighbridge (and any ancillary equipment)			
	2.3 Demonstrate identification of vehicles and loads			
	2.4 Explain the different forms of communication in use			

	2.5 Communicate, giving correct information, at the appropriate time, in the prescribed method to: Vehicle operators / Supervision			
	2.6 Ensure records are completed according to organisational requirements			
	2.7 Describe the range of materials entering and leaving the site			
	2.8 Describe the hazards associated with the weighbridge operation			
	2.9 Describe the types of faults that can occur on the weighbridge and ancillary equipment			
	2.10 Explain the implications of weighbridge faults			
	2.11 Describe the organisational procedures for weighbridge activity recording and reporting			
	2.12 Explain the importance of data protection, and security of information			
	2.13 Explain the acceptable conditions for vehicles entering and leaving the site, and why these must be maintained			
3. Shut down and secure the weighbridge	3.1 Demonstrate procedure to be followed when work is concluded			
	3.2 Explain the importance of carrying out organisational shut down and security procedures correctly			

Additional Units

WB10Q: Control the sale of stocked material or products

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Control the stocks of material or products	1.1 Describe the range of materials/products that are available for sale			
	1.2 Identify materials/products sold			
	1.3 Show how to ascertain if stock is available for sale and collection			
	1.4 Explain the organisational procedures for reporting: <ul style="list-style-type: none"> • Sales • Low or unavailable stock • Incidents or accidents • Emergency situations • Vehicle breakdown • Spillage • Damage or contamination of stock 			
	1.5 Detail organisations requirements and procedures for vehicle movement onto, on, and leaving the site			
2. Sell stocked material or products	2.1 Explain the organisational policies and procedures in relation to sales transactions			
	2.2 Check that the purchaser, their vehicle and equipment are appropriate for the goods being purchased			
	2.3 Establish the identity of customers and that they are acceptable to the organisation			
	2.4 Describe the organisational procedures for establishing customer identities, and if appropriate, credit ratings			
	2.5 Accurately interpret the customers' requirements			
	2.6 Identify that the requested goods are available, and their location			
	2.7 Decide how the requested goods are to be issued to the customer			
	2.8 Give precise instructions to the customer for purchasing and receiving material/products requested, including safe loading procedure, and adding any specific product information			

	2.9 State the types and forms of information given to customers in relation to sold materials/products			
	2.10 Demonstrate how to check: <ul style="list-style-type: none"> • purchases against customer requirements • that the vehicle is in a safe and suitable condition to leave the site 			
	2.11 Complete documentation on sales according to organisational requirements			
	2.12 Receive or process payment according to organisational procedures			
	2.13 Explain the organisational procedures for dealing with customers who are: <ul style="list-style-type: none"> • Difficult • Fail to comply with instructions • Do not have an approved method of payment 			

WB5Q: Manage the movement of loads

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 12				
Learning Outcome	Assessment Criteria			
1. Monitor the movement of loads	1.1 Communicate with those involved in the movement of loads according to organisational procedures			
	1.2 Explain the organisational policies and procedures for load movement			
	1.3 Monitor the movement of loads			
	1.4 Describe the types of loads and characteristics of consignments monitored			
	1.5 Describe the characteristics of the types/modes of transportation used at the site			
	1.6 Use sources of information to assist the planning and monitoring of the movement of loads			
	1.7 Explain sources of information available on: <ul style="list-style-type: none"> • route planning • health, safety and environmental issues 			
	1.8 Describe legislative or regulatory aspects in relation to the loads monitored			
	1.9 Demonstrate the use of transportation plans/ delivery and collection schedules			
	1.10 Maintain records according to organisational requirements			
	1.11 Provide advice to customers or personnel in the event of changes to the plan			
	1.12 Describe the circumstances that could result in a change in plan			
	1.13 Explain the actions to be taken in the event of: <ul style="list-style-type: none"> • a change in the plan • lack of resources • incidents, accidents and emergencies • other unforeseen circumstances 			
2. Evaluate and review the movement of loads	2.1 Demonstrate the collation and verification of information on load movements			
	2.2 Explain the types of feedback information obtained and their relevance			

	2.3 Show how to compare actual performance against planned performance			
	2.4 Evaluate and review the effectiveness and efficiency of the actual performance			
	2.5 Demonstrate how to identify patterns and trends in performance			
	2.6 Explain how patterns and trends identified can be used to influence and improve: <ul style="list-style-type: none"> • future plans • improve service • policies and procedures 			
	2.7 Explain the organisational procedures for the review of policies, procedures and plans			

WB6Q: Organise the Transportation of Loads

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 5				
Learning Outcome	Assessment Criteria			
1. Organise transport	1.1 Demonstrate information gathering in relation to: <ul style="list-style-type: none"> • loads required • time of delivery/collection • place of delivery/collection • mode of transportation • any special delivery/collection requirements • any limitations or constraints applicable to the load, mode of transport or route • route planning • health, safety and environment 			
	1.2 Organise transport on a priority basis			
	1.3 Demonstrate the selection of appropriate transport			
	1.4 Issue instructions in relation to the transportation of the load according to organisational procedures			
	1.5 Carry out checks on the suitability of the mode of transport and the operator			
	1.6 Maintain records according to organisational procedures			
2. Understand the organisation of transportation of loads	2.1 Describe the type and characteristics of loads to be organised			
	2.2 Describe the type, characteristics and limitations of modes of transportation used			
	2.3 Explain how this information is used to organise transportation			
	2.4 Explain the organisational policies and procedures in relation to the safe and efficient organisation of transport			
	2.5 Explain the environmental, economic, and efficiency issues in relation to the loads and modes of transport used			

	<p>2.6 Outline the requirements of relevant legislation, regulation and codes of practice including:</p> <ul style="list-style-type: none"> • weights and measures • drivers hours • drivers licence regulations • vehicle operators licensing requirements • waste handling requirements • environmental constraints 			
	<p>2.7 Explain the organisational policies and procedures in the event of:</p> <ul style="list-style-type: none"> • suitable transport being unavailable • routing or scheduling cannot be achieved in accordance with organisational or regulatory requirements • transport breakdown • accidents or incidents • transport or operator not conforming to requirements for safe efficient operation 			

WB7Q: Contribute to the Provision of Customer Service

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 6				
Learning Outcome	Assessment Criteria			
1. Develop and maintain effective relationships with customers	1.1 Describe the range and essential features of products/services available			
	1.2 Describe how operational constraints or problems can impact on the provision of products/service			
	1.3 Outline the organisational communications structure and procedures			
	1.4 Explain the organisational policies and procedures for developing and maintaining effective customer relations			
	1.5 Explain the importance of developing and maintaining effective customer relations, and the consequences of failing so to do			
	1.6 Describe range of customers encountered, and the characteristics of external and internal customers			
	1.7 Interact with customers			
	1.8 Communicate information accurately and in a manner that promotes confidence, goodwill and trust			
	1.9 Explain the importance of effective communication, and the consequences of ineffective communication			
	1.10 Demonstrate that commitments given to customers are realistic and within limits of own authority			
	1.11 Explain the importance of maintaining a consistent positive organisational image and position			
	1.12 Explain the importance of establishing the position and authority of the customer			
	1.13 Outline the limits of own authority, and the possible consequences of exceeding that limit			
2. Provide information to customers	2.1 Explain the organisational policy on the provision of information to customers			
	2.2 Outline the types of information that may be requested, indicating those that would need referring to others in the organisation			
	2.3 Describe the sources and range of information available			

	2.4 Demonstrate that requests for information are met promptly			
	2.5 Provide information to customers that is sufficient, relevant, accurate, up to date and reflecting organisational policy			
	2.6 Present information in a manner that aids understanding and maintains confidentiality			
	2.7 Demonstrate the organisational procedure for dealing with requests that they are unable to address or are outside own limits of responsibility			
	2.8 Explain the consequences of failing to deal with requests promptly, fully or accurately			
	2.9 Explain the importance of maintaining confidentiality, and the consequences of failing so to do			
3. Assist in resolving customer complaints	3.1 Describe the organisational complaints procedure			
	3.2 Explain the consequences of failure to address complaints, and failure to follow the agreed procedure			
	3.3 Outline the types of complaints that may be encountered			
	3.4 Describe the limits of own authority when dealing with complaints			
	3.5 Explain the importance of establishing the position and authority of the complainant			
	3.6 Demonstrate communications with a complaining customer are conducted politely			
	3.7 Demonstrate the accurate establishment of the nature of the complaint			
	3.8 Propose actions in response to complaints that are within the limits of own responsibility			
	3.9 Verify the action with the customer in a manner that maintains effective relations			
	3.10 Complete accurate records of complaints according to organisational procedures			
	3.11 Explain the importance of accurate and complete documentation in relation to complaints, and the possible consequences of incorrect, inaccurate or incomplete records			

WB8Q: Direct vehicle movements on site

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Direct vehicle movements	1.1 Demonstrate that the vehicle, crew, their equipment and loads are checked and confirmed as complying with organisational requirements			
	1.2 Identify the purpose and route for the vehicle movement on site			
	1.3 Communicate accurate and complete instructions for the vehicle movement that are understood			
	1.4 Give directions that encourage safe and efficient movement			
	1.5 Describe the organisational policies for the acceptable condition of vehicles entering, leaving, or moving around the site			
	1.6 Explain the organisational policies and procedures controlling vehicle movements			
	1.7 Outline the range and characteristics of loads transported on the site			
	1.8 Explain the organisational policies relating to the use of personal protective clothing and equipment on site			
	1.9 Describe the various modes of communication and giving directions on site			
	1.10 Explain the consequences of poor communication and incorrect directions			
	1.11 Explain the organisational procedures in the event of problems occurring, to include: <ul style="list-style-type: none"> • Vehicle in the wrong location • Vehicle breakdown • Spillage • Unauthorised access or movement • Incidents or accidents • Emergency situations 			

WB9Q: Maintain vehicle crew compliance with operational requirements

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Maintain vehicle crew compliance with operational requirements	1.1 Explain the organisational policies and procedures for vehicle operation and crews working on the site			
	1.2 Demonstrate how to check that vehicle crews are aware of the operational requirements			
	1.3 Give instruction to vehicle crews on the site requirements in a positive manner to achieve compliance			
	1.4 Describe the regulatory requirements in relation to vehicle movements in relation to the site			
	1.5 Describe the types and purpose of personal protective equipment used on site			
	1.6 Demonstrate how to monitor vehicle movements and crew compliance			
	1.7 Demonstrate the procedure for informing vehicle crews of any failure to comply with organisational requirements			
	1.8 Explain organisational procedures in the event of: <ul style="list-style-type: none"> • A vehicle crew member unwilling or unable to comply with site operational requirements • Incident or accident • Emergency situations 			
	1.9 Explain the importance of communicating with vehicle crews tactfully			

Appendix 1: Qualification Structure

To achieve the WAMITAB Level 3 Certificate in Weighbridge Operations, candidates must achieve 24 credits from the Mandatory Units group. Additional Units may be taken, and are recommended where candidates have additional responsibilities within their role, but they are not required and credit will not be counted toward achievement of the qualification.

Mandatory Group

Candidates must achieve all units from this group.

Ofqual Code	Unit Title	Credit Value	Credit Level	WAMITAB Code
Y/601/7612	Conform to General Safety in the Workplace	3	2	WB1Q
D/601/7613	Conform to Efficient Working Practices in the Workplace	3	2	WB2Q
H/601/7614	Conform to General Workplace Environmental Requirements	3	2	WB3Q
K/601/7615	Operate the Weighbridge	15	3	WB4Q

Additional Units

Units within this group do not contribute to a learners' achievement of this qualification, and can be taken as additional units only.

Ofqual Code	Unit Title	Credit Value	Credit Level	WAMITAB Code
H/601/7628	Control the Sale of Stocked Material or Products	3	2	WB10Q
M/601/7616	Manage the Movement of Loads	12	3	WB5Q
A/601/7618	Organise the Transportation of Loads	5	3	WB6Q
J/601/7623	Contribute to the Provision of Customer Service	6	3	WB7Q
Y/601/7626	Direct Vehicle Movements on Site	4	2	WB8Q
D/601/7627	Maintain Vehicle Crew Compliance with Operational Requirements	3	3	WB9Q



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WAMITAB Code: SWMWB3

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