

WAMITAB Level 3 Diploma for Waste Supervisor

Guided Learning Hours: 71
Total Qualification time: 176

Qualification Code: 501/1853/5
WAMITAB Code: WSUP3



Version 5, September 2019

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 Diploma for Waste Supervisor.

- 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

Contents

About WAMITAB and this Qualification Handbook.....	1
Candidate Information.....	3
Frequently Asked Questions.....	6
Useful Words.....	11
Unit Terms.....	13
Mandatory Units.....	15
WS01: Ensure that staff conform to productive and efficient working practices.....	16
WS02: Supervise health and safety in the working environment for waste management activities.....	18
WS03: Supervise the work of others.....	21
WS04: Contribute to the management of the environmental impact of work.....	23
WS05: Provide leadership in area of responsibility.....	26
Option Group B.....	28
WM10: Generate and retain waste and resource management business.....	29
WO38: Manual handling, lifting and moving of loads in a waste environment.....	34
MSCD12: Participate in Meetings.....	35
MSCA2: Manage own professional development within an organisation.....	36
MSCD7: Support learning and development within own area of responsibility.....	37
MSCD5: Plan, allocate and monitor work of a team.....	38
WO25: Oversee waste process operations.....	39
WO10: Validation of waste.....	43
WO15: Inspection of vehicles used in waste management facilities.....	45
WO26: Maintain the condition of waste process equipment.....	48
WO7: Control the risk from vehicle and plant movements on waste management facilities.....	51
WO23: Conduct environmental monitoring on a waste management facility.....	54
WO33: Contribute to maintaining sustainable development and environmental good practice at work.....	57
WO13: Maintain the security of waste management facilities.....	60
WO11: Acceptance of waste.....	63
WO29: Contribute to the sustainability, maintenance and preservation of the environment.....	65
WO27: Exchange responsibility for control of waste processing operations.....	67
WM67: Contribute to the provision of customer service in a waste environment.....	70

ISCD2: Support customer service improvements	72
Option Group C	74
WM30: Control Maintenance and Other Engineering Operations.....	75
WM18: Manage the transfer of outputs and disposal of residues from remediation of contaminated land	79
WM24: Manage and maintain effective systems for responding to emergencies.....	84
WM28: Manage customer care programs to improve waste management services	88
WM12: Control work activities on a waste management facility.....	92
WB9Q: Maintain vehicle crew compliance with operational requirements	95
LOG9: Manage the traffic office.....	96
ICSB14: Review the quality of customer service.....	98
MSCE1: Manage a budget for own area or activity of work.....	100
MSCE10: Make effective decisions	101
MSCB8: Ensure compliance with legal, regulatory, ethical and social requirements	102
MSCD6: Plan, allocate and monitor work in own area of responsibility	103
MSCD4: Plan an organisation's workforce.....	104
MSCC6: Implement change in own area of responsibility	105
MSCD2: Work productively with colleagues and stakeholders	106
MSCD3a: Recruit staff in own area of responsibility	107
MSCB5: Set objectives and provide support for team members	108
WM61: Identify and evaluate sustainable resources in a waste environment	109
WB4Q: Operate the Weighbridge.....	110
ICSD8: Work with others to improve customer service.....	112
WB3Q: Conform to General Workplace Environmental Requirements	114
WB8Q: Direct vehicle movements on site	116
CS642: Conforming to productive working practices in the workplace	117
WB10Q: Control the sale of stocked material or products.....	119
Appendix 1: Qualifications Structure	121

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 has been designed to provide the knowledge and skills required by supervisors in the waste and resource management industry. On completion of this course, you will be able to demonstrate excellent supervisory and management skills tailored to the needs of your business.

Who is it for?

- New entrants to the industry
 - Team leaders and supervisors
 - Apprentices
 - Experienced workers that want evidence of their skills
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What are the entry requirements of this qualification?

This qualification is open entry. This means that learners interested in undertaking the WAMITAB Level 3 Diploma for Waste Supervisor 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 that will be undertaking supervisor or team leader roles within the waste and resource management industry. It is a flexible qualification that can be tailored to meet the requirements of specific job roles in the sector or within a particular organisation – these job roles include:

- Refuse collection supervisor
- Transfer station supervisor
- Sustainability officer
- Treatment supervisor
- Landfill supervisor
- Materials recycling facility supervisor

People already working in relevant roles could be employed by local authorities, waste management companies or third sector organisations. This qualification will support the sector to overcome significant skills gaps as more than two-thirds (69%) of the workforce holds a Level 2 as their highest qualifications (UKCES, 2012).

What do I need to achieve?

To achieve this qualification, you must complete the five mandatory units in Group A and any two units from Group B and any three units from Group C (ensuring that at least two of these are at Level 3 or above).

Mandatory Units (Group A)

- Contribute to the management of the environmental impact of work – WS04
- Supervise the work of others – WS03
- Supervise health and safety in the working environment for waste management activities – WS02
- Ensure that staff conform to productive and efficient working practices – WS01
- Provide leadership in area of responsibility – WS05

Option Group B

- Generate and retain waste and resource management business – WM10
- Manual handling, lifting and moving of loads in a waste environment – WO38
- Participate in meetings – MSCD12
- Manage own professional development within an organisation – MSCA2
- Support learning and development within own area of responsibility – MSCD7
- Plan allocate and monitor work of a team – MSCD5
- Oversee waste process operations – WO25
- Validation of waste – WO10
- Inspection of vehicles used in waste management facilities – WO15
- Maintain the condition of waste process equipment – WO26
- Control the risk from vehicle and plant movements on waste management facilities – WO7
- Conduct environmental monitoring on a waste management facility – WO23
- Contribute to maintaining sustainable development and environmental good practice at work – WO33
- Maintain the security of waste management facilities – WO13
- Acceptance of waste – WO11
- Contribute to the sustainability, maintenance and preservation of the environment – WO29
- Exchange responsibility for control of waste processing operations – WO27
- Contribute to the provision of customer service in a waste environment – WM67
- Support customer service improvements – ICSD2

Option Group C

- Control maintenance and other engineering operations – WM30
- Manage the transfer of outputs and disposal of residues from remediation of contamination land – WM18
- Manage and maintain effective systems for responding to emergencies – WM24
- Manage customer care programs to improve waste management services – WM28
- Control work activities on a waste management facility – WM12
- Maintain vehicle crew compliance with operations requirements – WB9Q
- Manage the traffic office – LOG9
- Review the quality of customer service – ICSB14
- Manage a budget for own area or activity of work – MSCE1
- Make effective decisions – MSCE10
- Ensure compliance with legal, regulatory, ethical and social requirements – MSCB8
- Plan, allocate and monitor work in own area of responsibility – MSCD6
- Plan an organisation's workforce – MSCD4
- Implement change in own area of responsibility – MSCC6
- Work productively with colleagues and stakeholders – MSCD2
- Recruit staff in own area of responsibility – MSCD3a
- Set objectives and provide support for team members – MSCB5
- Identify and evaluate sustainable resources in a waste environment – WM61
- Operate the Weighbridge – WB4Q
- Work with others to improve customer service – ICSD8
- Conform to general workplace environmental requirements – WB3Q
- Direct vehicle movements on site – WB8Q
- Conforming to productive working practices in the workplace – CS642
- Control the sale of stocked material or products – WB10Q

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.

What is an approved WAMITAB Centre?

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

You have two years to complete your qualification from date of registration, 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)
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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

WS01: Ensure that staff conform to productive and efficient working practices

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Establish productive working relationships	1.1 Ensure that individuals are motivated to carry out their work in a positive manner.			
	1.2 Ensure, wherever possible, that individuals are arranged into teams that are able to work productively together.			
	1.3 Ensure that individuals are aware of the impact of unproductive working methods.			
	1.4 Identify and resolve issues that impact on productivity in a negative manner.			
2. Develop individuals and teams to work effectively	2.1 Ensure that individuals and teams are aware of the needs for efficient operations.			
	2.2 Ensure that individuals are trained to work in the most efficient manner.			
	2.3 Ensure that individuals are aware of the organisation's operational requirements for the work being carried out.			
	2.4 Identify and resolve inefficient working practices.			
3. Use and communicate data and information in line with operational procedures	3.1 Report inefficient practices, materials, plant and equipment.			
	3.2 Report unproductive operating conditions in the work environment.			
4. Resolve problems which could affect operational efficiency	4.1 Deal with inefficient behaviour in accordance with responsibilities of the job role and workplace procedures.			
	4.2 Report conditions that are inefficient or unproductive.			
	4.3 Report problems within own area of responsibility in accordance with operational procedures.			

	4.4 Refer, to the designated person, operational problems that fall outside the responsibility of the job role.			
5. Understand the regulations, procedures and requirements for ensuring that staff conform to productive and efficient working practices	5.1 Describe appropriately details of operational procedures and documentation.			
	5.2 Determine the classifications and types of materials and products handled at work.			
	5.3 Determine the potential hazards associated with different materials and products.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.6 Determine operational procedures and why it is important to comply with them.			
	5.7 Determine the limits of the job responsibility when communicating with others.			
	5.8 Describe appropriately the organisational requirements for efficiency and productivity.			
	5.9 Determine how to motivate individuals and teams.			
	5.10 Determine how to create efficient and productive teams.			
	5.11 Determine the benefits of productive working methods.			
	5.12 Determine the impact of unproductive working methods.			
	5.13 Determine the benefits of efficient working methods.			
	5.14 Determine the impact of inefficient working methods.			
	5.15 Determine how to identify unproductive working methods.			
	5.16 Determine how to indentify inefficient working methods.			
	5.17 Determine the organisational reporting procedures and processes.			
	5.18 Determine the limits of their responsibility for efficiency and productivity.			

WS02: Supervise health and safety in the working environment for waste management activities

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Supervise activities in compliance with health and safety legislation and approved processes and procedures.	1.1 Ensure that all staff maintain their personal standards of hygiene in accordance with organisational requirements.			
	1.2 Ensure that all staff use their designated personal protective equipment (PPE) in accordance with operational procedures and legislation.			
	1.3 Ensure that all staff use approved safe working and hygiene methods and techniques when carrying out work activities.			
	1.4 Make sure work areas are kept clean and tidy and contribute to maintaining them in a suitable condition.			
	1.5 Ensure that all staff follow safe working procedures and practices in accordance with organisational requirements.			
	1.6 Ensure that all staff carry out work routines in accordance with organisational procedures.			
	1.7 Check risk assessments are in place for all aspects of work, prior to instructing staff to commence operations, and ensure that the requirements are complied with.			
	1.8 Ensure that all pedestrians keep to specified walkways in the work place.			
	1.9 Give warnings to people who might be at risk from hazardous conditions.			
	1.10 Ensure data is used and communicated as detailed in operational procedures			
2. Use and communicate data and information in line with operational procedures	2.1 Report unsafe materials, plant and equipment.			
	2.2 Report unsafe locations to the designated person.			
	2.3 Report unsafe operating conditions in the work environment.			
	2.4 Report hazards which have the potential to be risks.			
	2.5 Report emergencies promptly.			

3. Resolve problems which could affect health and safety	3.1 Deal with unsafe behaviour in accordance workplace procedures and approved practices.			
	3.2 Take steps to deal with conditions that are hazardous to people.			
	3.3 Report problems within own area of responsibility in accordance with operational procedures.			
	3.4 Refer – to the designated person - health and safety issues that fall outside the responsibility of the job role.			
4. Understand the regulations, procedures and requirements for Supervising health and safety in the working environment for waste management activities	4.1 Describe the classifications and types of waste.			
	4.2 Describe the potential hazards associated with different wastes.			
	4.3 Explain the relevant waste management operational procedures and why it is important to comply with them.			
	4.4 Describe operational documentation and recording systems.			
	4.5 Describe the work related hazards and risks associated with work activities and the management of waste.			
	4.6 Explain how to deal constructively with colleagues and other people and resolve disagreements.			
	4.7 Explain how to use personal protective equipment (PPE) in line with operational procedures.			
	4.8 Describe organisations requirements for maintaining personal hygiene.			
	4.9 Describe the legislative requirements for conducting Risk Assessments in the workplace.			
	4.10 Describe organisational processes and procedures for reporting potential risks, hazards and dangerous incidents.			
	4.11 Describe the differences between a hazard and a risk.			
	4.12 Explain the importance of good housekeeping.			
	4.13 Explain the importance of identifying hazards and how to minimise them.			
	4.14 Explain the importance of warning others about risks and ways to do it.			
	4.15 Explain the different types of plant equipment and potential risks from it.			
	4.16 Describe hazard warning signs and their purposes.			

5. Work in a manner which underpins effective performance	5.1 Recognise and act when others need support			
	5.2 Be receptive to new ways of working			

WS03: Supervise the work of others

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Plan and delegate work activities within your area of responsibility	1.1 Agree the division of work for each member of staff before instructing work to commence.			
	1.2 Plan the best way to carry out the work to achieve performance requirements.			
	1.3 Confirm that the working methods to be used comply with operational requirements and Health & Safety Regulations.			
2. Manage the timely and safe completion of work activities	2.1 Ensure that all staff carry out, and complete, work activities within performance requirements.			
	2.2 Ensure that individuals work in a safe manner and wear PPE in accordance with organisational requirements.			
	2.3 Identify and resolve any difficulties which arise from staff carrying out their work safely.			
	2.4 Prevent disagreements between people from disrupting work.			
3. Use and communicate data and information when supervising others	3.1 Complete work documentation in accordance with operational requirements.			
	3.2 Provide colleagues with information to enable them to undertake work in accordance with operational requirements.			
	3.3 Obtain, and communicate to colleagues, information that is needed to enable tasks to be undertaken effectively and safely.			
4. Resolve problems which arise when supervising and working with others	4.1 Notify the designated person when work is likely to be completed later than a pre-agreed schedule.			
	4.2 Resolve instances of unsafe or disruptive behaviour in accordance with operational procedures.			
	4.3 Resolve problems arising within own area of responsibility.			

	4.4 Report problems that cannot be resolved to the designated person.			
5. Understand the regulations, procedures and requirements for supervising the work of others	5.1 Explain the potential hazards associated with different materials.			
	5.2 Explain how to identify work-related hazards and risks.			
	5.3 Explain operational procedures and documentation.			
	5.4 Describe how to deal constructively with colleagues and other people and resolve disagreements.			
	5.5 Describe how to use personal protective equipment (PPE) in line with operational procedures.			
	5.6 Explain why it is important to comply with operational procedures.			
	5.7 Explain the organisations performance requirements for the work being carried out.			
	5.8 Explain a range of different styles of working.			
	5.9 Describe the different methods and ways that can be used to supervise and motivate others.			
	5.10 Explain how to develop productive working relationships.			
	5.11 Explain how to resolve misunderstandings.			
	5.12 Explain how to manage meetings and discussions and achieve positive outcomes.			
	5.13 Explain how to recognise and overcome work-related difficulties in the workplace.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WS04: Contribute to the management of the environmental impact of work

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Maintain the environment through effective contribution to the management of work.	1.1 Organise work activities and the use of resources in own area of responsibility so that they are: <ul style="list-style-type: none"> • Efficient and effective. • Compliant with legal requirements and environmental policies. • Minimise the negative and maximise the positive impact on the environment. 			
	1.2 Identify the environmental impact of work activities and the use of resources in own area of responsibility.			
	1.3 Report promptly any identified risks to the environment, which self and others do not have the ability to control.			
	1.4 Encourage people in own area of responsibility to identify opportunities for, and contribute to, improving environmental performance.			
	1.5 Identify and implement changes to work activities and the use of resources that will reduce the negative and increase the positive impact on the environment.			
	1.6 Communicate the environmental benefits resulting from changes to work activities and the use of resources.			
	1.7 Obtain specialist advice, where necessary, to help identify and manage the environmental impact of their work activities and use of resources.			
	1.8 Recognise changes in circumstances promptly and adjust plans and activities accordingly.			
	1.9 Present information clearly, concisely, accurately and in ways that promote understanding.			
	1.10 Keep people informed of plans and developments.			

	1.11 Comply with and ensure others comply with: Legal requirements. Industry regulations. Organisational policies. Professional codes.			
	1.12 Act within the limits of own authority.			
	1.13 Be vigilant to possible hazards.			
	1.14 Make appropriate information and knowledge available promptly to those who need it and have a right to it.			
	1.15 Encourage others to share information and knowledge efficiently within the constraints of confidentiality.			
	1.16 Make best use of available resources and proactively seek new sources of support when necessary.			
2. Understand how to manage the impact of work on the environment.	2.1 Explain how to organise work activities and the use of resources in own area of responsibility so that self and others are efficient and effective.			
	2.2 Explain the importance of organising work activities and the use of resources so that they minimise their negative and maximise their positive environmental impact, and how to do so.			
	2.3 Explain the importance of identifying the environmental impact of work activities and the uses of resources in own area of responsibility, and how to do so.			
	2.4 Explain the importance of reporting promptly any identified risks to the environment which they do not have the ability to control, and how to do so.			
	2.5 Explain how to encourage people to make contributions.			
	2.6 Explain how to identify and implement changes to work activities and the use of resources that will reduce their negative and increase their positive environmental impact.			
	2.7 Describe the principles of effective communication and how to apply them.			
	2.8 Explain the limits of own and others responsibility			

	2.9 Explain industry and sector requirements for managing environmental performance in own area of responsibility			
	2.10 Describe the legal requirements and environmental policies and how to comply with them.			
	2.11 Describe the types of risks to the environment, which you and others do not have the ability to control.			
	2.12 Describe the range of environmental specialists that exist inside and/or outside their organisation.			
	2.13 Explain own role, responsibilities and limits of own authority.			
	2.14 Present information clearly, concisely, accurately and in ways that promote understanding.			
	2.15 Keep people informed of plans and developments			
	2.16 Make appropriate information and knowledge available promptly to those who need it and have a right to it.			
	2.17 Encourage others to share information and knowledge efficiently within the constraints of confidentiality.			

WS05: Provide leadership in area of responsibility

Level: 5		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to provide leadership in own area of responsibility	1.1 Create a vision of where own area is going and clearly and enthusiastically communicate it.			
	1.2 Create objectives and operational plans for people within own working area.			
	1.3 Ensure that people working within own area understand and can see how the vision, objectives and operational plans link to the vision and objectives of the overall organisation.			
	1.4 Steer own area successfully through difficulties and challenges including conflict, diversity and inclusion issues within the area.			
	1.5 Create and maintain a culture within own area which encourages and recognises creativity and innovation.			
	1.6 Develop a range of leadership styles and select and apply them to appropriate situations and people.			
	1.7 Communicate regularly, making effective use of a range of different communication methods, with all the people working within own area and show that they listen to what they say.			
	1.8 Give people in own area support and advice when they need it especially during periods of setback and change.			
	1.9 Motivate and support people in own area to achieve their work and development objectives and provide recognition when they are successful.			
	1.10 Empower people in own area to develop their own ways of working and take their own decisions within agreed boundaries.			
	1.11 Encourage people to take the lead in their own areas of expertise and show willingness to follow this lead.			

	1.12 Win, through own performance, the trust and support of people in their area for leadership and get regular feedback on own performance.			
	1.13 Make time available to support others.			
	1.14 Show integrity, fairness and consistency in decision making.			
	1.15 Model behavior that shows respect, helpfulness and co-operation			
	1.16 Take personal responsibility for making things happen			
	1.17 Communicates complex tasks and information in a way that can be readily understood.			
2. Understand behaviours that underpin effective performance and provide leadership in their area of responsibility	2.1 Describe behaviours that generate excitement, enthusiasm and commitment.			
	2.2 Explain how to create a sense of common purpose.			
	2.3 Explain how to support others to take decisions autonomously.			
	2.4 Explain how to seek an understanding of people's needs and motivations.			
	2.5 Explain how to encourage and support others to make the best use of their abilities.			

Option Group B

WM10: Generate and retain waste and resource management business

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Contribute to the generation of business	1.1 Maintain accurate and up-to-date information on the organisation's services.			
	1.2 Carry out market research and industry networking to identify potential customers.			
	1.3 Contact potential customers and establish their needs for waste and resource management services.			
	1.4 Develop proposals to meet customer needs and present them to customers in a way that gains their interest.			
	1.5 Follow up enquiries for services and expressions of interest for proposals.			
	1.6 Acquire orders from customers in response to proposals and initiate the service agreed.			
2. Contribute to the retention of business	2.1 Initiate customer's feedback systems for the services provided.			
	2.2 Respond to negative customer feedback and initiate remedial action.			
	2.3 Evaluate feedback for its importance and impact on operations.			
	2.4 Make regular contact with customers to review their business needs.			
3. Use and communicate data and information	3.1 Communicate information on the organisation's services which are consistent with the organisation's policy.			
	3.2 Communicate the features and advantages of the available services to generate and retain business.			
	3.3 Develop and present a reasoned case when providing advice.			
	3.4 Communicate feedback to colleagues and organisational management.			
	3.5 Maintain information systems and records for use in generating and retaining business and for quality control purposes.			
	3.6 Notify the administration process of all new orders and supply full details for charging and accounting purposes.			

4. Report problems which could affect the generation and retention of waste and resource management business	4.1 Report customer complaints of unsafe or unsatisfactory behaviour by organisational representatives when carrying out the service to the appropriate manager.			
	4.2 Arrange for customers to be notified if operational problems affect the service delivery.			
	4.3 Advise colleagues or managers of situations which need their intervention.			
	4.4 Seek expert advice to resolve situations which are outside the responsibility of the job role.			
	4.5 Identify any problems in achieving the proposal outcomes and make contingency arrangements for their resolution.			
	4.6 Arrange for any sub standard work to be remedied.			
5. Understand the regulations, procedures and requirements for generating and retaining waste and resource management business	5.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment for waste and resource management activities.			
	5.2 Describe appropriately waste management legislation and guidance that is applicable to waste and resource management sites.			
	5.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.			
	5.4 Describe appropriately the legal requirements and company procedures for dealing with unauthorised wastes.			
	5.5 Describe appropriately the procedures for the proper management control of work activities on customers' sites.			
	5.6 Describe appropriately the organisational environmental policy and procedures applicable to the services provided.			
	5.7 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the services provided.			
6. Understand the specific regulations, procedures and	6.1 Describe appropriately organisational policies, procedures and resource constraints which may affect advice and information given to others.			

requirements for generating and retaining waste and resource management business	6.2 Describe appropriately the principles of confidentiality when handling customer feedback.			
	6.3 Describe appropriately the organisation's objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards.			
	6.4 Describe appropriately recent developments in technology and operating procedures within the waste management industry.			
	6.5 Describe appropriately the organisation's objectives and priorities for the provision of a waste and resource management service.			
	6.6 Describe appropriately the organisational procedures for the proper management control of work activities on customers' sites.			
	6.7 Describe appropriately the records required by legislation and by organisational procedures in relation to the services provided.			
	6.8 Describe appropriately the records required by legislation and by company procedures in relation to the activities carried out to provide the service.			
	6.9 Describe appropriately the procedures for dealing with spillages.			
	6.10 Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used when providing the service.			
	6.11 Describe appropriately The specific legislative requirements and guidance applicable to the waste and resource management services.			
	6.12 Determine how to gather and use qualitative and quantitative information.			
	6.13 Determine the types of problems which may occur when gathering information and how to overcome these.			
	6.14 Determine how to record and store the information securely.			
	6.15 Determine the importance of providing information and advice to others and their role and responsibility in relation to this.			
	6.16 Determine the importance of ensuring the validity of information and how to do this.			

6.17 Determine the principles and importance of handling information confidentiality.			
6.18 Determine the importance of identifying customer needs and the part they should play in doing this.			
6.19 Determine how to identify needs in sufficient detail to develop proposals.			
6.20 Determine how to develop reasoned cases and negotiate with potential and actual customers.			
6.21 Determine the importance of customer feedback and how to respond.			
6.22 Determine how to evaluate feedback in terms of impact on operations.			
6.23 Determine how to use cost benefit analysis methods and techniques.			
6.24 Determine the current operating costs within the organisation for the services provided.			
6.25 Determine the importance of monitoring implementation of a service to a customer and how to deal with problems arising during implementation.			
6.26 Determine the different types of waste and materials that could be handled by the service provided.			
6.27 Determine how to complete all relevant paperwork.			
6.28 Determine the technical skills needed for the services provided.			
6.29 Determine how to ensure that relevant staff has the required skills to provide a service and what to do in response to a perceived skills deficit.			
6.30 Determine the storage and handling implications for the waste types handled when providing a service.			
6.31 Determine the types, functions and limitations of waste handling equipment available for use on the service.			
6.32 Determine how to use risk assessment and the identification of potential work-related hazards and difficulties.			

	6.33 Determine the potential hazards to safety, health and the environment arising from the activities carried out to provide the service.			
	6.34 Determine how to interpret process documentation and verify that the information is accurate and relates to the waste and resources handled when providing the service.			
	6.35 Determine how to communicate operational instructions orally and in writing.			
	6.36 Determine the importance of ensuring people's understanding of information and advice given and of operational instructions and how to do this.			
	6.37 Determine the market value of recovered resource materials.			
7. Work in a manner which underpins effective performance	7.1 Be assertive in making decisions.			
	7.2 Pursue accountability of staff for delegated responsibilities.			
	7.3 Reflect critically on personal achievements to inform future actions.			

WO38: Manual handling, lifting and moving of loads in a waste environment

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand how to prepare for handling and lifting loads	1.1 Describe the process for identifying if loads are safe to move			
	1.2 Explain the reasons for planning a route when moving loads			
	1.3 Give examples of safe handling techniques.			
2. Understand procedures and instructions for handling and lifting loads	2.1 Describe company guidelines and procedures for safe handling and moving loads			
	2.2 Describe the relevant health and safety regulations for the safe handling and movement of loads			
	2.3 Give examples of the consequences of using unsafe techniques to self and others			
3. Be able to handle and lift loads	3.1 Select safe and efficient routes for moving items			
	3.2 Wear assigned personal protection equipment when moving loads			
	3.3 Use safe and approved handling techniques when moving loads			
	3.4 Resolve problems within own area of personal responsibility			
	3.5 Report problems outside own personal responsibility to resolve to designated personnel			

MSCD12: Participate in Meetings

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for a meeting.	1.1 Explain meeting objectives prior to the meeting.			
	1.2 Identify own role and prepare as necessary.			
2. Be able to participate in a meeting.	2.1 Contribute to meeting discussions using evidence to support own opinions.			
	2.2 Acknowledge other viewpoints presented at a meeting.			
	2.3 Seek clarification or confirmation of own understanding of outcomes.			
3. Be able to communicate information to relevant stakeholders.	3.1 Communicate information from the meeting to those who have an interest, in line with any organisational protocol.			

MSCA2: Manage own professional development within an organisation

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to assess own career goals and personal development.	1.1 Identify own career and personal goals.			
	1.2 Assess how own career goals affect work role and professional development.			
2. Be able to set personal work objectives.	2.1 Agree SMART (Specific, Measurable, Achievable, Realistic and Time-bound) personal work objectives in line with organisational objectives.			
3. Be able to produce a personal development plan.	3.1 Identify gaps between objectives set, own current knowledge and skills.			
	3.2 Produce a development plan.			
4. Be able to implement and monitor own personal development plan.	4.1 Plan activities identified in own development plan.			
	4.2 Explain how to monitor and review own personal development plan.			

MSCD7: Support learning and development within own area of responsibility

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to identify the learning needs of colleagues in own area of responsibility.	1.1 Identify gaps between requirements of colleagues' current or future work roles and their existing knowledge, understanding and skills.			
	1.2 Prioritise learning needs of colleagues.			
	1.3 Produce personal development plans for colleagues in own area of responsibility.			
2. Understand how to develop a learning environment in own area of responsibility.	2.1 Explain the benefits of continual learning and development.			
	2.2 Explain how learning opportunities can be provided for own area of responsibility.			
3. Be able to support colleagues in learning and its application.	3.1 Identify information, advice and guidance to support learning.			
	3.2 Communicate to colleagues how to take responsibility for their own learning.			
	3.3 Explain to colleagues how to gain access to learning resources.			
	3.4 Support colleagues to practise and reflect on what they have learned.			
4. Be able to evaluate learning outcomes and future learning and development of colleagues.	4.1 Examine with each colleague, whether the learning activities undertaken have achieved the desired outcomes.			
	4.2 Support colleagues when updating their personal development plan.			

MSCD5: Plan, allocate and monitor work of a team

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to plan work for a team.	1.1 Agree team objectives with own manager.			
	1.2 Develop a plan for a team to meet agreed objectives, taking into account capacity and capabilities of the team.			
2. Be able to allocate work across a team.	2.1 Discuss team plans with a team.			
	2.2 Agree work allocation and SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with team members.			
	2.3 Agree standard of work required by team.			
3. Be able to manage team members to achieve team objectives.	3.1 Support all team members in order to achieve team objectives			
4. Be able to monitor and evaluate the performance of team members.	4.1 Assess team members' work against agreed standards and objectives.			
	4.2 Identify and monitor conflict within a team.			
	4.3 Identify causes for team members not meeting team objectives.			
5. Be able to improve the performance of a team.	5.1 Identify ways of improving team performance.			
	5.2 Provide constructive feedback to team members to improve their performance.			
	5.3 Implement identified ways of improving team performance.			

WO25: Oversee waste process operations

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare equipment and materials to treat waste	1.1 Check the process equipment complies with operational requirements before processing is started.			
	1.2 Check equipment and materials to be used for processing are fully serviceable and ready for safe use in accordance with operational procedures.			
	1.3 Check workplace safety equipment is available, and functioning correctly, before processing is started.			
	1.4 Select and use the designated personal protective equipment (PPE) in accordance with operational procedures.			
	1.5 Check the work area and equipment is maintained, clean and prepared in order to start processing safely.			
	1.6 Follow start up procedures in line with operational procedures.			
2. Monitor and control waste process operations	2.1 Check the work area is left in a clean, safe and serviceable condition on completion of processing activity.			
	2.2 Follow shut down procedures in line with operational procedures.			
	2.3 Shut the process down safely in the event of any accident, incident, major failure of equipment or other emergency.			
3. Shutdown the processing operations	3.1 Conform to all operational procedures for the job.			
	3.2 Comply with operational guidelines for maintaining safety and security around the processing area.			
	3.3 Monitor the work process to ensure it conforms to quality control measures.			
	3.4 Adjust the process controls to ensure operations remain within specification.			
	3.5 Confirm the waste and other products of the process meet specifications in full compliance with operational requirements.			

4. Use and communicate data and information connected with waste process operations	4.1 Follow operational procedures to inform team members and other people in the vicinity when an operation is ready to start or be handed over.			
	4.2 Verify the detail in the documentation received with the waste is correct before the waste is processed.			
	4.3 Record waste processing information in line with acceptance procedures and confirm the waste acceptance criteria are met.			
	4.4 Report abnormalities in received waste or its documentation by bringing them to the attention of the designated person.			
	4.5 Record and report the presence of any unacceptable waste in accordance with operational requirements.			
	4.6 Report non-conformances of waste to the designated person.			
	4.7 Complete all documentation for the processing and dispatch of waste consignments, and check the details are correct for the waste to be dispatched.			
	4.8 Pass on information to other people where it is needed for other purposes.			
	4.9 Record, and report, defects in equipment, failure to meet processing requirements, accidents or other incidents in accordance with operational procedures.			
	4.10 Check processing records for quality assurance purposes are stored securely.			
5. Resolve problems which arise from running waste process operations	5.1 Take steps to reconcile differences between delivery documentation and wastes received before starting process operations.			
	5.2 Arrange for minor faults to be put right quickly in order to minimise disruption to processing schedules.			
	5.3 Take steps, immediately, to deal with the spillage of waste and any release of contamination to the environment.			
	5.4 Alert people, promptly, to emergencies and accidents which arise on the work site.			
	5.5 Follow operational procedures promptly when dealing with accidents which result in personal injury or contamination of people.			

	5.6 Check that unsafe behaviour is avoided in accordance with the responsibilities of the job role and workplace procedures.			
	5.7 Refer matters that affect the integrity of the process, or which pose a health and safety risk, that are outside the responsibility of the job role.			
	5.8 Resolve problems within own area of responsibility.			
6.Understand the regulations, procedures and requirements for overseeing waste process operations	6.1 Describe appropriately the potential hazards associated with different wastes.			
	6.2 Describe appropriately operational procedures and why it is important to comply with them.			
	6.3 Determine how to identify work-related hazards and risks.			
	6.4 Determine how to deal constructively with colleagues and other people and resolve disagreements.			
	6.5 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	6.6 Describe appropriately control measures and precautions to be used in handling wastes and treatment materials.			
	6.7 Describe appropriately the specifications for treated waste product and how to deal with variations from those specifications.			
	6.8 Describe appropriately the differences between batch waste treatment processes and continuous waste treatment processes.			
	6.9 Describe appropriately the procedures for dealing with outputs and residues.			
	6.10 Describe appropriately the procedures for checking process equipment.			
	6.11 Describe appropriately the methods which can be used to monitor the treatment process.			
6.12 Describe appropriately the quality control parameters for the treatment processes.				
6.13 Describe appropriately the methods of process adjustment to meet specification range.				

	6.14 Describe appropriately the approved methods of sampling from the treatment process.			
	6.15 Describe appropriately the procedures for dealing with spillages.			
	6.16 Determine the importance of ensuring the people carrying out the process are trained or qualified to do it.			
	6.17 Determine the hazards associated with wastes and treatment processes.			
	6.18 Determine how to check and confirm that documentation matches the wastes and materials to which it refers.			
	6.19 Determine how to deal with cases of non compliance of waste.			
	6.20 Determine the importance of hygiene, safety and maintaining good housekeeping practices and standards.			
	6.21 Determine how to use emergency stop procedures.			
	6.22 Determine the importance of emergency shutdown procedures and how to use them.			
7. Work in a manner which underpins effective performance	7.1 Recognise and act when others need support.			
	7.2 Be receptive to new ways of working			

WO10: Validation of waste

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Validate waste	1.1 Check and confirm the documentation accompanying the waste is correct.			
	1.2 Establish the waste complies with the site waste management licence.			
	1.3 Check the documents for wastes being accepted are completed accurately and legibly and they are stored in the designated place.			
	1.4 Ensure information recorded on documents meets organisational procedures.			
	1.5 Reject unsuitable waste in accordance with organisational procedures.			
2. Resolve problems which arise from the validation of waste	2.1 Rectify and resolve discrepancies on documents accompanying the waste before it is accepted.			
	2.2 Report problems outside the responsibility of the job role in accordance with operational procedures.			
3. Understand the regulations, procedures and requirements for the validation of waste	3.1 Describe appropriately operational procedures and why it is important to comply with them.			
	3.2 Describe appropriately the potential hazards associated with different wastes.			
	3.3 Determine how to identify work-related hazards and risks.			
	3.4 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	3.5 Describe appropriately the operational procedures for validation and rejection of waste.			
	3.6 Describe appropriately the transport, acceptance, and rejection documentation to comply with legal and organisational requirements.			
	3.7 Describe appropriately the Permit or Licence conditions covering the acceptance of waste at their site.			

	3.8 Describe appropriately other relevant environment permit details applicable to the facility.			
	3.9 Determine how to recognise classifications of waste that they may encounter in their job role.			
	3.10 Describe responsibility for the dissemination of information outside the organisation.			
	3.11 Determine how to deal with documentation which does not comply with site permit or license or Duty of Care legislation.			
	3.12 Determine how to deal with emergencies.			
	3.13 Determine the classifications, using European Waste Codes, of waste that can be permitted on the site.			
4. Work in a manner which underpins effective performance	4.1 Recognise and act when others need support.			
	4.2 Be receptive to new ways of working.			

WO15: Inspection of vehicles used in waste management facilities

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Carry out inspections of vehicles and associated equipment	1.1 Select and use appropriate PPE prior to commencing an inspection in accordance with the organisational procedures.			
	1.2 Check that risk assessment outcomes covering the vehicle inspection are met.			
	1.3 Carry out the vehicle Inspection in accordance with manufacturers' recommendations and the organisation's inspection schedule.			
	1.4 Check the vehicle system in accordance with organisational requirements.			
	1.5 Inspect the wheels for security and damage.			
	1.6 Check for damage, missing items or insecure body work or fittings that might affect the safe operation of the vehicle.			
	1.7 Check the fuel and windscreen wash levels and fill up the tanks if levels are too low for the day's activities.			
	1.8 Check the levels of lubricants, cooling system fluid, and other fluid reservoirs.			
	1.9 Check that health, safety and amenity equipment fitted to, or in, the vehicle is in place and fit for service.			
2. Use and communicate data and information connected with inspections	2.1 Complete daily inspection reports in accordance with organisational requirements.			
	2.2 Record any corrective actions taken and report them to the designated person.			
	2.3 Record and report any defects or damage found on vehicles and associated equipment in accordance with organisational procedures.			

	2.4 Issue clear warnings to drivers where vehicles and associated equipment do not conform to safe operational requirements.			
	2.5 Attach warning signs to vehicles that must not be moved as a result of identifying serious defects or where minor defects infringe transport legislation.			
3. Resolve problems which arise from inspections of vehicles and associated equipment	3.1 Arrange for minor defects to be rectified before vehicles are released for service.			
	3.2 Advise their designated supervisor immediately when safety warnings or vehicle isolation measures are ignored by drivers or others.			
	3.3 Inflate tyres to the correct operating pressure.			
	3.4 Top up low fluid levels with the appropriate approved fluids and record and report their action to the designated person.			
	3.5 Request expert opinion from a qualified vehicle technician if the inspection reveals any possible defect with which they are unfamiliar.			
	3.6 Resupply any missing health, safety and welfare consumables.			
	3.7 Resolve problems within own area of responsibility.			
4. Understand the regulations, procedures and requirements for inspection of vehicles used in waste management facilities	4.1 Describe appropriately details of work schedules and working procedures.			
	4.2 Describe appropriately organisational policies and why it is important to comply with them.			
	4.3 Determine the potential hazards of waste.			
	4.4 Determine how to identify work-related hazards and difficulties.			
	4.5 Describe appropriately the operation of the vehicle systems.			
	4.6 Describe appropriately the procedures for dealing with unsafe situations and vehicles and associated equipment not capable of operating effectively.			
	4.7 Describe appropriately the procedures for reporting inspections, damage, defects, shortages and actions taken.			

	4.8 Determine the items that need to be checked for a specific vehicle and associated equipment.			
	4.9 Determine the items which are essential for safety.			
	4.10 Determine how to identify damage that would interfere with the safe and effective operation of the vehicle and associated equipment.			
	4.11 Determine how to identify any items missing in the vehicle's associated equipment.			
	4.12 Determine the purpose of the inspection check list and how to use it to carry out and record daily checks.			
	4.13 Determine responsibility within the job role with regard to statutory requirements.			
	4.14 Determine the permitted repair or replacements which can be made within the job role.			
5. Work in a manner which underpins effective performance	5.1 Recognise and act when others need support.			
	5.2 Be receptive to new ways of working.			

WO26: Maintain the condition of waste process equipment

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Confirm waste processing equipment conforms to operational requirements	1.1 Check the operation of the processing equipment during both operational and non-operational conditions.			
	1.2 Check all elements of the risk assessment for carrying out examinations on the equipment are observed, and follow all safe working systems.			
	1.3 Ensure data is used and communicated as detailed in operational procedures			
2. Clean, maintain and adjust waste process equipment to specification	2.1 Carry out cleaning and maintenance during both operational and non-operational conditions in accordance with operational procedures.			
	2.2 Check that the work area is safe for the cleaning and maintenance work to be carried out.			
	2.3 Select and use the designated personal protective equipment (PPE) in line with operational requirements.			
	2.4 Follow operational maintenance procedures for cleaning, lubricating, adjusting, dismantling and reassembling the equipment.			
	2.5 Select, use and dispose of materials, residues maintenance substances, tools and equipment specified in the maintenance procedures.			
3. Use and communicate data and information	3.1 Use and erect warning signs to indicate potential hazards around the work area.			
	3.2 Comply with Permit to Work documentation to meet operational requirements before the work is started.			
	3.3 Complete performance documentation legibly and accurately and store the documents according to organisational requirements.			
	3.4 Notify the designated person when process performance fails to meet organisational requirements.			
	3.5 Report - to the designated person - defective equipment that cannot be rectified within the responsibilities of the job role.			

	3.6 Comply with operational procedures and guidelines whilst undertaking maintenance work.			
4. Resolve problems which arise from maintaining waste processing equipment	4.1 Remove defective equipment from service and initiate repair procedures.			
	4.2 Label and store defective equipment in a manner which prevents its use by others.			
	4.3 Bring to the attention of the designated person hazards that arise in the working area.			
	4.4 Arrange for replacement equipment to be available when essential equipment is removed from service for major repair or replacement.			
	4.5 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for maintaining the condition of waste process equipment	5.1 Describe appropriately the potential hazards associated with different wastes.			
	5.2 Describe appropriately operational procedures and why it is important to comply with them.			
	5.3 Determine How to identify work-related hazards and risks.			
	5.4 Describe appropriately the permit conditions for the site to operate and maintain the equipment.			
	5.5 Describe appropriately the isolation procedures for treatment equipment.			
	5.6 Describe appropriately the access requirements and safety interlocks to maintain equipment.			
	5.7 Describe appropriately the different types of identifications to use for plant and equipment which is unsuitable to use.			
	5.8 Describe appropriately Environmentally safe disposal of cleaning fluids, residues and other materials.			
	5.9 Describe appropriately Emergency procedures related to cleaning and maintenance operations.			
	5.10 Describe appropriately the organisational requirements for records about performance, adjustments, maintenance and repair, and parts and materials used.			

	5.11 Determine How to initiate and use organisational authorisation procedures.			
	5.12 Determine The items needing dismantling prior to cleaning and maintenance, and reassembly.			
	5.13 Determine The adjustment parameters and how to make operator adjustments.			
	5.14 Determine How to immobilise unserviceable equipment.			
	5.15 Determine The cleaning materials, maintenance tools and equipment required for different jobs.			
	5.16 Determine How to clean and maintain tools and equipment used to carry out maintenance.			
	5.17 Determine How to access risk assessments for inspecting, and maintaining the equipment.			
	5.18 Determine The items that require dismantling prior to cleaning and maintenance, and how to reassemble them.			
	5.19 Determine How to report defective equipment.			
	5.20 Determine how to communicate instructions and information to other people.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO7: Control the risk from vehicle and plant movements on waste management facilities

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Control the risk from vehicle and mobile plant movements in line with operational and location-specific procedures	1.1 Direct the vehicle driver to the designated loading or unloading area.			
	1.2 Explain the hand signals they will use to users of the site.			
	1.3 Give hand signals to the driver to assist with the safe movement and positioning of the vehicle or mobile plant.			
	1.4 Ensure drivers of plant, and vehicles and their crews, comply with safe working practice.			
	1.5 Check mobile plant and vehicle drivers and their crew use the PPE specified for the site.			
	1.6 Check vehicles manoeuvring to and from public roads and the site are properly directed to avoid harm or nuisance to other road users, users of the site, and pedestrians.			
2. Maintain the safety of pedestrians and workers in line with operational and location-specific procedures	2.1 Check and confirm the designated walking areas are clear and safe for use by pedestrians.			
	2.2 Check pedestrians do not enter vehicle or plant operating areas unless directed to do so.			
	2.3 Check vehicle crews comply with organisational procedures during vehicle movements on the site.			
	2.4 Check pedestrians and visitors to the site are properly authorised and understand and obey the site rules and practices.			
3. Use and communicate data and information to enable risk to be controlled	3.1 Inform all site visitors and users about the rules governing access to and movement on the site and the requirements for PPE in accordance with organisational procedures.			
	3.2 Report promptly incidents which compromise the safe movement of vehicles, plant, drivers, crews, workers and pedestrians on the site in accordance with organisational procedures.			
	3.3 Report infringements of site rules in accordance with site operational procedures.			

	3.4 Inform drivers of problems they may encounter during vehicle or mobile plant movements on the site or when leaving the site.			
	3.5 Inform drivers of defects that may breach organisational procedures.			
	3.6 Record and report defective fixtures, fittings or equipment on the site.			
	3.7 Advise plant and vehicle drivers about load security in compliance with organizational and legal requirements.			
	3.8 Advise plant and vehicle drivers of any height or width restrictions that may affect the movement of the vehicle or mobile plant on site.			
	3.9 Give instructions to vehicle crews, work colleagues, and other pedestrians, on how to move safely around the site.			
	3.10 Report accidents or near-miss incidents witnessed on site in accordance with organisational requirements.			
4. Resolve problems from vehicle and mobile plant movements which compromise safety	4.1 Deal with unsafe behaviour in accordance with responsibilities of the job role and operational procedures.			
	4.2 Refer matters outside the responsibility of the job role to designated personnel.			
	4.3 Cordon off any area on site that becomes dangerous due to site operations, and notify the designated personnel.			
	4.4 Arrange for spillage, from vehicles or plant on the site, to be made safe and cleared up.			
	4.5 Resolve problems within the limits of own responsibility			
5. Understand the regulations, procedures and requirements for controlling the risk from vehicle and plant movements on waste management facilities	5.1 describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine How to identify work-related hazards and risks.			
	5.5 Describe appropriately workplace procedures for the operation of vehicles and mobile plant.			

	5.6 Describe appropriately Operating procedures for the location of vehicles and mobile plant.			
	5.7 Describe appropriately rules and operations for the site location.			
	5.8 Determine How to recognise vehicle and mobile plant characteristics and turning restrictions.			
	5.9 Determine The types of problems which can occur in forward and reverse movements.			
	5.10 Determine How to recognise and deal with hazardous substances that may be spilled from vehicles or plant on the site.			
	5.11 Determine Potential risks that pedestrians are exposed to from vehicle and mobile plant movements.			
	5.12 Determine How to prevent pedestrians breaching organisational regulations.			
	5.13 Determine how to recognise and respond to incidents that interfere with operations.			
	5.14 Determine how to communicate in a way that achieves a positive and timely outcome.			
	5.15 Determine how to select and use personal protective equipment.			
	5.16 Determine how to report non-compliance issues.			
	5.17 Determine how to ensure the safety of road users when manoeuvring vehicles onto public roads.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO23: Conduct environmental monitoring on a waste management facility

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Conduct environmental monitoring	1.1 Carry out environmental monitoring to meet the waste management permit requirements for the site.			
	1.2 Use approved techniques - for each factor being monitored - in accordance with organisational procedures.			
	1.3 Before use ensure that monitoring, and measuring equipment has been correctly calibrated in accordance with organisational procedures.			
	1.4 Select and use the designated personal protective equipment (PPE) in accordance with operational procedures.			
	1.5 Use sampling and testing instruments and equipment in accordance with manufacturer's specifications.			
	1.6 Clean sampling and testing instruments and equipment after use to ensure it is maintained in sound operational condition.			
	1.7 Make sure regulations and guidelines for maintaining security are not compromised during monitoring or sampling on or around the site.			
2. Inspect, sample and test waste in line with operational procedures	2.1 Carry out visual and physical checks on wastes delivered to the site in compliance with organisational procedures.			
	2.2 Verify wastes are correctly labelled and comply with descriptions and specifications contained in the transfer documentation.			
	2.3 Sample wastes, using approved methods to have them tested, to verify the description in transfer documentation.			
	2.4 Carry out tests which have been authorised.			
3. Use and communicate data and information in line with operational	3.1 Check the completion of documents for wastes being accepted, treated or dispatched, to ensure they are accurate and legible, and store them in the designated place.			

procedures	3.2 Record the results of visual checks and physical tests on wastes and record the test results in compliance with operational procedures.			
	3.3 Record all environmental monitoring inspections in compliance with organisational procedures.			
	3.4 Record and report non-compliance of test samples when they do not meet the description given in transfer documentation.			
	3.5 Report - to the designated person - non-compliance of samples with waste transfer documentation, and arrange for the waste rejection procedures to be initiated.			
4. Resolve problems which arise from conducting environmental monitoring	4.1 Advise colleagues and managers of situations that have the potential to be hazardous to others or to the site and its environment.			
	4.2 Report - to the designated person - situations that are outside the responsibility of the job role.			
	4.3 Report - to the designated person - breaches of site security.			
	4.4 Report defective equipment and make arrangements for its repair or replacement in accordance with organisational requirements.			
	4.5 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for conducting environmental monitoring on a waste management facility	5.1 Describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Describe appropriately the approved methods for inspecting, sampling and testing wastes.			
	5.6 Describe appropriately the methods for sampling.			
	5.7 Describe appropriately the environmental permit requirements for waste management facilities.			

	5.8 Describe appropriately the procedures for dealing with rejected waste.			
	5.9 Determine the implications of legal and organisational regulations for environmental monitoring and testing.			
	5.10 Determine how to select and use techniques relevant to the monitoring process.			
	5.11 Determine how to calibrate and operate the monitoring and measuring instruments and equipment.			
	5.12 Determine the risks and threats posed by different types of wastes.			
	5.13 Determine how to use control documentation and procedures.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO33: Contribute to maintaining sustainable development and environmental good practice at work

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Carry out work in a manner which minimises environmental damage	1.1 Carry out work in a manner which minimises environmental damage: pollution; physical disturbance.			
	1.1 Select and use recyclable materials, static and mobile plant that will minimise environmental damage: Pollution: physical disturbance.			
	1.3 Follow approved procedures and practices specific to the work activity			
	1.4 Comply with health, safety and environmental impacts of the work activity			
	1.5 Ensure materials and resources are appropriate for the work activity			
	1.6 Work in accordance with identified procedures and practices			
	1.7 Recognise any potential environmental impacts and take the appropriate action: Pollution; physical disturbance.			
2. Understand operational processes to ensure environmental good practice.	2.1 Describe the operational processes to ensure environmental good practice.			
3. Understand operational processes to recommend improvements to maintain environmental good practice.	3.1 Describe the operational process to maintain environmental good practice.			
4. Know how to dispose of waste	4.1 Identify materials for disposal			
	4.2 Determine health, safety and environmental implications for disposal of wastes.			
	4.3 Ensure procedures for disposal of waste are appropriate.			
	4.4 Describe how to dispose of waste in accordance with approved procedures and practices.			
5. Deal with small scale	5.1 Identify the pollution incident			

pollution incidents in accordance with approved procedures and practices	5.2 Determine the health, safety and environmental impacts of the incident			
	5.3 Ensure procedures to minimise environmental impact are appropriate in accordance with approved procedures and practices.			
	5.4 Deal with pollution incident in accordance with approved procedures and practices.			
6. Report more serious pollution incidents to the relevant people	6.1 Report more serious pollution incidents to the relevant people, for example: Accidents which cause personal injury Changes in an individual's health which puts them at risk.			
7. Report environmental incidents promptly and accurately in accordance with approved procedures and practices	7.1 Report environmental incidents promptly and accurately in accordance with approved procedures and practices, for example: <ul style="list-style-type: none"> • Accidents which cause personal injury • Changes in an individual's health which puts them at risk. 			
8. Understand own role in contributing to sustainable development during work activities	8.1 Describe areas where you are able to contribute to sustainable development during work activities, for example: <ul style="list-style-type: none"> • conservation of energy • use of resources and equipment to minimise environmental damage. 			
9. Understand how to contribute to maintaining sustainable development and environmental good practice at work	9.1 Determine the most suitable choice of materials and equipment given the nature of the work activity and its potential impact on the environment			
	9.2 Describe ways in which tools and materials should be used in order to minimise environmental damage			
	9.3 Identify organisational and legislative requirements in terms of minimising environmental damage			
	9.4 Describe types of damage which may occur; the impact these can have on the environment and the corrective actions to be taken			
	9.5 Compare methods of waste disposal which will minimise the risk to the environment			
	9.6 Explain appropriate ways of recognizing and dealing with small scale pollution incidents			

	9.7 Describe the procedures in place for dealing with pollution incidents			
	9.8 Identify the limits of own capabilities with regard to pollution incidents.			
	9.9 Identify those to whom pollution and other environmental incidents should be reported.			

WO13: Maintain the security of waste management facilities

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Maintain the security of the premises, equipment and materials	1.1 Follow all organisational procedures where they are a lone worker.			
	1.2 Maintain personal visibility in poor light conditions when opening and securing premises.			
	1.3 Check the integrity of the access to the premises on arrival and follow the correct entering procedures.			
	1.4 Carry out a general visual check of premises internally and externally for anything unusual.			
	1.5 Store equipment and materials safely and securely when not in use.			
	1.6 Check plant and equipment - not stored in a secure place - are immobilised when not in use.			
	1.7 Check all keys for vehicles and plant stored on site, and keys for internal access, are adequately labelled and stored securely when not in use.			
	1.8 Check that any waste stored in the facility is in a suitable safe and stable condition to be left in situ after the premises have been secured.			
	1.9 Turn off lights and power supplying equipment not required for security.			
	1.10 Follow the correct exit procedures - including setting alarm systems that are fitted - and secure the premises.			
2. Use and communicate data and information	2.1 Comply with operational procedures or guidelines for maintaining security of equipment and information.			
	2.2 Report any actual, or potential, breaches of security in accordance with operational procedures.			
	2.3 Store confidential information securely.			

	2.4 Ensure spare keys for access to the facility, and for vehicles and equipment kept on site, are correctly labelled and securely stored in a designated place off site.			
	2.5 Check documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies.			
	2.6 Check records of consumable resources used, and held in stock, are up-to-date.			
	2.7 Report any excesses, shortages or recording errors for consumables stored on site to the designated person.			
3. Resolve problems which arise from maintaining security	3.1 Arrange for damaged or insecure gates, doors, or window locks or catches to be repaired or replaced to enable the premises to be secured when not in use.			
	3.2 Arrange for lights that are not working to be restored to full working order.			
	3.3 Arrange for damage to the facility, or security equipment, to be repaired in accordance with operational procedures.			
	3.4 Resolve problems within own area of responsibility.			
4. Understand the regulations, procedures and requirements for maintaining the security of waste management facilities	4.1 Describe appropriately operational procedures and why it is important to comply with them.			
	4.2 Determine how to identify work-related hazards and risks.			
	4.3 Describe appropriately entering and leaving procedures for the facility.			
	4.4 Describe appropriately other methods of securing equipment and materials.			
	4.5 Determine how to recognise and report suspicious occurrences.			
	4.6 Determine how to recognise and report breaches of security.			
	4.7 Determine what information about the organisation is confidential.			
	4.8 Determine why information about clients and visitors should be kept confidential.			
	4.9 Determine how to ensure the security of consumable resources.			
	4.10 Determine how to immobilise machinery and equipment.			

	4.11 Determine location and security of keys for vehicles and plant.			
5. Work in a manner which underpins effective performance	5.1 Recognise and act when others need support.			
	5.2 Be receptive to new ways of working			

WO11: Acceptance of waste

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Accept waste	1.1 Check the incoming vehicle conforms to the site duty of care requirements.			
	1.2 Ensure that vehicles comply with entry and exit procedures and movement around the site.			
	1.3 Check the vehicle occupants comply with site health and safety requirements.			
	1.4 Check the waste reception area and equipment is operational and safe.			
	1.5 Reject unsuitable waste in accordance with organisational procedures.			
2. Use and communicate data and information in accordance with operational procedures	2.1 Record all received waste on the required documentation.			
	2.2 Report abnormalities in received waste by bringing them to the attention of the designated person.			
	2.3 Record and report the reception of any unacceptable waste in accordance with organisational requirements.			
	2.4 Report to the designated person when the storage facilities do not meet operational requirements.			
	2.5 Report breaches in site security.			
	2.6 Report defective equipment.			
	2.7 Report problems outside the job role limits of authority.			
3. Resolve problems which arise from the acceptance of waste	3.1 Have defects rectified on specialist handling equipment before using it.			
	3.2 Take immediate steps, in accordance with operational procedures, where unsafe conditions arise.			
	3.3 Resolve problems within own area of responsibility.			
4. Understand the regulations, procedures and requirements for	4.1 Describe appropriately the classifications and types of waste.			
	4.2 Describe appropriately the potential hazards associated with different wastes.			

acceptance of waste	4.3 Describe appropriately operational procedures and why it is important to comply with them.				
	4.4 Determine how to identify work-related hazards and risks.				
	4.5 Determine how to use personal protective equipment (PPE) in line with operational procedures.				
	4.6 Describe appropriately the operational procedures for validation and rejection of waste.				
	4.7 Describe responsibility for the dissemination of information outside the organisation.				
	4.8 Describe appropriately the transport, acceptance, and rejection documentation to comply with legal and organisational requirements.				
	4.9 Describe appropriately the Permit or Licence conditions covering the acceptance of waste at their site.				
	4.10 Determine how to deal with documentation which does not comply with site permit or licence or Duty of Care legislation.				
	4.11 Determine other relevant environment permit details applicable to the facility.				
	4.12 Determine how to deal with emergencies.				
	4.13 Determine the classifications, using European Waste Codes, of waste that can be permitted on the site.				
	5. Work in a manner which underpins effective performance	5.1 Recognise and act when others need support.			
		5.2 Be receptive to new ways of working.			

WO29: Contribute to the sustainability, maintenance and preservation of the environment

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Operate and look after equipment and materials so as to reduce environmental damage	1.1 Operate and look after equipment and materials so as to reduce environmental damage: <ul style="list-style-type: none"> • Recyclable materials. • Static and mobile plant. • Pollution. • Physical disturbance. 			
	1.2 Make sure work is carried out in accordance with approved procedures and practices: Health, Safety and Environmental related to: <ul style="list-style-type: none"> • The individual and others. • The organisation. • Regulatory and statutory requirements. • Relevant company policies. • Risk assessment. 			
	1.3 Recognise any likely or actual environmental damage and take the appropriate action: <ul style="list-style-type: none"> • Pollution. • Physical. 			
	1.4 Recognise Health, Safety and Environmental incidents related to: <ul style="list-style-type: none"> • The individual and others. • The organisation. • Regulatory and statutory requirements. • Relevant company policies. • Risk assessment. 			
	1.5 Carry out work in a manner which minimises environmental damage: <ul style="list-style-type: none"> • Pollution. • Physical disturbance. 			

2. Understand operational processes to recommend improvements to maintain environmental good practice	2.1 Describe the operational processes to maintain environmental good practice			
3. Understand how to contribute to the sustainability, maintenance and preservation of the environment	3.1 Describe ways in which tools and materials should be used in order to minimise environmental damage.			
	3.2 Describe the consequences of pollution.			
	3.3 Describe how to recognise wastage of energy, equipment and materials.			
	3.4 Describe working methods that will minimise pollution and waste of resources.			
	3.5 Describe types of damage which may occur, the impact these can have on the environment and the corrective actions to be taken.			
	3.6 Describe Methods of waste disposal which will minimise the risk to the environment.			

WO27: Exchange responsibility for control of waste processing operations

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Hand over responsibility for the control of the waste process to an incoming operator	1.1 Follow operational procedures for handing over responsibility both during and at the end of a work period.			
	1.2 Ensure the incoming operator knows that decisions outside the operator's job role responsibilities must be referred to the designated person.			
	1.3 Inform the incoming operator about ongoing problems before responsibility is handed over and confirm they are entered in the operating log.			
	1.4 Confirm the current operational settings for treatment and associated equipment according to operating requirements.			
	1.5 Confirm completion of handover and that incoming operator accepts responsibility in accordance with operational requirements.			
2. Accept responsibility for the control of waste processing from an outgoing operator	2.1 Confirm information provided by the outgoing operator is understood before accepting responsibility, and that issues of concern are clarified before handover.			
	2.2 Ensure issues of concern are entered in the operating log.			
	2.3 Confirm all the operational settings for treatment and associated equipment are received from the outgoing operator and are recorded accurately.			
	2.4 Accept responsibility when all the information needed for continuing the process operation in accordance with operational procedures is complete.			
3. Use and communicate data and information required for the handover process	3.1 Confirm the incoming operator understands the information provided and questions are answered before handing over responsibility.			
	3.2 Provide the incoming operator with accurate and up-to-date information about the current process conditions and settings, and confirm the process records are complete.			

	3.3 Relay special instructions applying to the process or materials and ensure the incoming operator understands the instructions.			
	3.4 Check the incoming operator is informed fully about problems and steps taken to resolve them, and other safety, health and environment matters which relate to the process.			
	3.5 Maintain operational logs for information passed onto incoming operators.			
	3.6 Record and report discrepancies in data or information required by operational procedures to the designated person.			
	3.7 Check documentation is legible and clear, and seek confirmation from the designated person if there are doubts or discrepancies.			
4. Resolve problems for the control of waste processing which arise during the exchange of responsibility	4.1 Resolve instances where information is missing or unclear, as an incoming operator and as an outgoing operator.			
	4.2 Agree, with the designated person, responsibility for passing information about operational or staffing situations that have arisen.			
	4.3 Report situations which are outside the responsibility of the job role to the designated person.			
	4.4 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for exchanging responsibility for control of waste processing operations	5.1 Describe appropriately operational procedures and why it is important to comply with them.			
	5.2 Determine How to identify work-related hazards and risks.			
	5.3 Describe appropriately the operational procedures for maintenance of health and safety and environmental permit compliance.			
	5.4 Determine the responsibilities of both the incoming and outgoing operators for providing, understanding and clarifying information.			
	5.5 Determine how to provide data and other information effectively and efficiently.			
	5.6 Determine how, where, and when to record and store data and information.			
	5.7 Determine how, and when, to use verbal and written communications effectively.			

	5.8 Determine the importance of passing on information about problems encountered during the previous period, causes, and steps taken to resolve them.			
	5.9 Determine problems that might arise, symptoms, and steps to take to deal with them.			
	5.10 Determine the expected operational performance of the treatment process.			
	5.11 Determine where, and how, to access accurate and up-to-date records of the treatment operation and the need to keep it maintained and current.			
	5.12 Determine the timing of significant stages in the process.			
	5.13 Determine the status of stocks of raw waste, treatment materials, and other necessities.			
	5.14 Determine the present health and safety status of the treatment operation.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WM67: Contribute to the provision of customer service in a waste environment

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know how to contribute to the provision of customer services in logistics operations	1.1 Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations that relate to: <ul style="list-style-type: none"> • Health, safety and security. • Personal protective equipment. • Maintaining effective customer relations. • Personal appearance and hygiene. • Reporting procedures and systems. • Recording information. • Confidentiality. • Complaints. 			
	1.2 Describe different types of customers in relation to own organization			
	1.3 Describe the importance of <ul style="list-style-type: none"> • Promoting the organisation's image positively. • Effective communication. • Good customer service. 			
	1.4 Identify the services available to customers in own organization			
	1.5 Describe the implications of: <ul style="list-style-type: none"> • A negative image on your organization. • Poor communication. • Poor customer service. 			
	1.6 Describe: <ul style="list-style-type: none"> • Own role in dealing with customer complaints and. • The limits of your responsibility. 			
	1.7 Identify who to report to when you are unable to deal with a customer enquiry or request.			

2. Be able to contribute to the provision of customer services in logistics operations	2.1 Follow all organisational policies and procedures, in relation to contributing to customer services that relate to: <ul style="list-style-type: none"> • Health, safety and security. • Personal protective equipment. • Maintaining effective customer relations. • Personal appearance and hygiene. • Reporting procedures and systems. • Recording information. • Confidentiality. • Complaints. 			
	2.2 Develop positive relationships with customers			
	2.3 Ensure that own personal appearance and hygiene meet organisational policies and standards			
	2.4 Communicate effectively with customers			
	2.5 Ensure that all information available is up-to-date and accurate			
	2.6 Identify customer needs			
	2.7 Deal effectively with customer enquiries			
	2.8 Ensure the customer is promptly informed of any action that is taken			
	2.9 Maintain customer confidentiality			
	2.10 Update customer records accurately			
	2.11 Record customer enquiries and outcomes accurately using the organisation's procedures and systems			
	2.12 Deal with customer complaints effectively			

ISCD2: Support customer service improvements

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Use feedback to identify potential customer service improvements	1.1 Gather informal feedback from their customers			
	1.2 Use their organisation's procedures to collect feedback from their customers			
	1.3 Use the information from their customers to develop a better understanding of their customer service experience			
	1.4 Identify ways the service they give could be improved based on information they have gathered			
	1.5 Share their ideas for improving customer service with colleagues			
2. Implement changes in customer service	2.1 Identify a possible change that could be made to improve customer service			
	2.2 Present their idea for improving customer service to a colleague with the appropriate authority to approve the change			
	2.3 Carry out changes to customer service procedures based on their own idea or proposed by their organisation			
	2.4 Keep their customers informed of changes to customer service			
	2.5 Give customers a positive impression of changes that have been made			
	2.6 Work positively with others to support customer service changes			
3. Assist with the evaluation of changes in customer service	3.1 Discuss with others how changes to customer service are working			
	3.2 Work with others to identify any negative effects of changes and how these can be avoided			
4. Know and understand how to support customer service improvements	4.1 Show that they know and understand how customer experience is influenced by the way service is delivered			
	4.2 Show that they know and understand how customer feedback is obtained			
	4.3 Show that they know and understand how to work with others to identify and support change in the way service is delivered			

	4.4 Show that they know and understand why it is important to give a positive impression to their customer about the changes made by the organisation even if the learner disagrees with them			
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Option Group C

WM30: Control Maintenance and Other Engineering Operations

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Produce maintenance schedules	1.1 Confirm the maintenance activities that are required to achieve maintenance requirements and use the data to draw up the most suitable sequence and timing.			
	1.2 Schedule the time and resources available for undertaking maintenance activities.			
	1.3 Produce maintenance schedules that are capable of meeting all relevant maintenance requirements, comply with legislation, and meet the requirements of external bodies and equipment manufacturers.			
	1.4 Produce contingency plans which take account of potential difficulties.			
	1.5 Specify clearly and record the maintenance schedule in accordance with organisational procedures.			
	1.6 Implement procedures to ensure that test certificates and operator certificates are kept up-to-date.			
2. Use and communicate data and information	2.1 Communicate the maintenance schedules to the people involved in implementing them and to others who would be affected by them.			
	2.2 Provide clear and accurate instructions to those responsible for maintenance and other engineering activities and check they understand what is required.			
	2.3 Take steps to ensure those responsible for maintenance and other engineering activities will have the necessary resources available to carry out work to the required standard.			
	2.4 Review regularly the frequency, nature and causes of breakdowns and use the information to resolve the problems and prevent failures.			
	2.5 Maintain accurate and up-to-date records.			

3. Monitor maintenance and other engineering operations	3.1 Check the procedures to monitor and review the quality, safety and environmental impact of maintenance and other engineering activities are implemented correctly.			
	3.2 Take steps immediately to rectify any deviations from contractual or legal requirements.			
	3.3 Ensure the implementation of maintenance and other engineering activities comply with all relevant regulations and guidelines.			
	3.4 Ensure operatives on site implement and maintain the agreed systems to record faults and initiate repairs.			
	3.5 Be pro-active in taking measures to prevent potential breakdowns from occurring.			
4. Understand the regulation procedures and requirements for controlling maintenance and other engineering operations	4.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment for waste and resource management activities.			
	4.2 Describe appropriately waste management legislation and guidance that is applicable to waste and resource management sites.			
	4.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.			
	4.4 Describe appropriately the legal requirements and company procedures for dealing with unauthorised wastes.			
	4.5 Describe appropriately the procedures for the proper management control of work activities on customers' sites.			
	4.6 Describe appropriately the organisational environmental policy and procedures applicable to the services provided.			
	4.7 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the services provided.			
5. Understand the specific regulation procedures and requirements for	5.1 Describe appropriately relevant legislation, Regulations, Codes of Practice and guidelines applicable to maintenance and other engineering activities.			

controlling maintenance and other engineering operations	5.2 Describe appropriately the maintenance activities required for the plant, systems, equipment, vehicles, buildings and structures for which they are responsible.			
	5.3 Describe appropriately the requirements for statutory testing of equipment and operator certificates.			
	5.4 Describe appropriately organisational procedures and legal requirements for environmental protection and safe working practices.			
	5.5 Describe appropriately organisational or site procedures and requirements for reporting faults and initiating repairs.			
	5.6 Describe appropriately organisational procedures for implementation, control and completion of contracts.			
	5.7 Describe appropriately the recording systems used for maintenance schedules and records, permits to work and other contract information.			
	5.8 Describe appropriately handling procedures.			
	5.9 Determine the time and resources needed for the required maintenance activities.			
	5.10 Determine the factors to be taken into account when scheduling maintenance activities, including any insurance company requirements.			
	5.11 Determine what difficulties might occur when implementing maintenance activities and what should be included in contingency plans.			
	5.12 Determine the importance of checking people's understanding of instructions and how to do this.			
	5.13 Determine the technical skills needed for the maintenance and engineering activities carried out on their site, how to check that the people involved have the required skills and what to do in response to a perceived skills deficit.			
	5.14 Determine the system for allocating contracts and permits to work and their role and responsibility in relation to these.			

	5.15 Determine the terms and conditions of contracts for which they are responsible, including any insurance policy conditions regarding contract work.			
	5.16 Determine the quality assurance systems that are being used for the maintenance and other engineering activities.			
	5.17 Determine the importance of enforcing procedures for quality, safety and environmental protection and the actions to take in response to deviations from these.			
	5.18 Determine 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.			
	5.19 Determine handling implications of recyclable materials.			
6. Work in a manner which underpins effective performance	6.1 Be assertive in making decisions.			
	6.2 Pursue accountability of staff for delegated responsibilities.			
	6.3 Reflect critically on personal achievements to inform future actions.			

WM18: Manage the transfer of outputs and disposal of residues from remediation of contaminated land

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Manage the transfer of outputs and the disposal of residues from remediation of contaminated land	1.1 Implement systems and procedures for the transfer and transport of outputs and the disposal of residues from remediation of contaminated land in accordance with legislative and organisational requirements.			
	1.2 Make arrangements for an adequate supply of materials, equipment and information needed to carry out the loading and transport on or from the site.			
	1.3 Implement and operate health, safety and environmental risk assessment processes to enable reporting systems to operate effectively.			
	1.4 Make arrangements for the safe loading of the outputs and residues from the remediation processes.			
	1.5 Implement procedures and controls for the safe placement of remediated outputs that are to remain on the site.			
	1.6 Maintain the quality of the organisation's work by ensuring that all procedures and waste transfer and disposal processes are adhered to.			
2. Use and communicate data and information to enable compliance with legislative and organisational requirements	2.1 Implement and maintain recording and information systems for the transfer and transport of outputs and disposal of residues from remediation processes carried out at the site.			
	2.2 Ensure that sites to which outputs and residues are to be transferred comply with all legislative requirements.			
	2.3 Inform site personnel of the risks associated with handling hazardous materials that are required to be sent off site for disposal.			
	2.4 Ensure the programme of work, and operational instructions, relating to the transfer and transport operations contain the information needed for site personnel to carry out the processes in line with organisational procedures.			

	2.5 Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given.			
	2.6 Ensure transport documentation for materials leaving the site is completed accurately.			
	2.7 Maintain accurate records of outputs and residues leaving the site.			
	2.8 Maintain accurate records of outputs remaining on the site, together with their location.			
	2.9 Advise colleagues and managers about accidents, incidents, interruptions to work and any situations that require their attention.			
	2.10 Maintain records of training for all staff employed on transfer and transport operations on the site.			
3. Resolve problems which arise from the transfer of outputs and the disposal of residues from remediation of contaminated land	3.1 Ensure systems are in place to rectify staff shortages, equipment and transport deficiencies, and external causes that prevent the transfer, transport or disposal of wastes.			
	3.2 Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures.			
	3.3 Make arrangements for alternative transport and recipients for outputs and residues when existing arrangements are unavailable.			
	3.4 Seek expert advice to resolve situations which are outside the responsibility of the job role.			
4. Understand the regulation procedures and requirements for the transfer of outputs and disposal of residues from remediation of contaminated land	4.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment for waste management activities.			
	4.2 Describe appropriately waste management legislation and guidance that is applicable to waste management and land remediation sites and for the transportation of wastes.			
	4.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.			
	4.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.			

	4.5 Describe appropriately the procedures for the proper management control of work activities on the site.			
	4.6 Describe appropriately the organisational environmental policy and procedures applicable to the site and the Duty of Care requirements for the organisation.			
	4.7 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.			
5. Understand the specific regulation procedures and requirements for the transfer of outputs and disposal of residues from remediation of contaminated land	5.1 Describe appropriately the organisational procedures for the management of personnel and work activities.			
	5.2 Describe appropriately the specific legislative requirements and guidance applicable to the transfer and transport of waste from the site.			
	5.3 Describe appropriately planning permission and the organisation's working plan for the site.			
	5.4 Describe appropriately the quality inspection and identification procedures and the handling requirements for the types of materials remediated at the site.			
	5.5 Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for loading remediation materials and residues.			
	5.6 Describe appropriately control the substances Hazardous to Health (COSHH) assessment data for all hazardous substances received and used on your site.			
	5.7 Describe appropriately the onsite procedures for the management of storage of the outputs and residues from remediation processes.			
	5.8 Describe appropriately the records required by legislation and by company procedures in relation to the transfer and transport of remediated materials and residues.			
	5.9 Describe appropriately the records required by legislation and by company procedures in relation to the placement of remediated materials on the site.			
	5.10 Describe appropriately the procedures for dealing with spillages.			

	5.11 Describe appropriately the organisational procedures for transport operations and the supply and use of the transport resources required.			
	5.12 Describe appropriately regulations applicable to the transport of hazardous substances on public roads.			
	5.13 Describe appropriately the procedures and documentation required for the transport of waste to comply with legislative requirements and guidance.			
	5.14 Describe appropriately the procedures for dealing with residues, out of specification remediated materials and any other rejects from the process.			
	5.15 Determine the range and nature of operational outputs and residues produced from the remediation of contaminated land.			
	5.16 Determine the storage and handling implications for the remediated material types produced on the site.			
	5.17 Determine the types, functions and limitations of materials handling equipment available for use on the site.			
	5.18 Determine the lifting and handling techniques that are suitable for the remediated materials and residues that are being transported on or from the site.			
	5.19 Determine how to use risk assessment and the identification of potential work-related hazards and difficulties.			
	5.20 Determine the potential hazards to safety, health and the environment arising from the loading and transport of remediated materials and residues.			
	5.21 Determine how to interpret process documentation and verify that the information is accurate and relates to the remediated materials and residues.			
	5.23 Determine how to communicate operational instructions orally and in writing.			
	5.24 Determine the importance of ensuring people's understanding of operational instructions and how to do this.			
6. Work in a manner which	6.1 Encourage others to develop themselves.			

underpins effective performance	6.2 Apply integrity, fairness & consistency in decision making.			
	6.3 Use different leadership styles depending on individual.			

WM24: Manage and maintain effective systems for responding to emergencies

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Implement emergency plans and procedures	1.1 Identify potential emergency situations for all activities dealing with waste and resources within their area of responsibility.			
	1.2 Review emergency systems and procedures to provide effective responses to emergencies that may arise during waste and resources handling, collection, transport, transfer or treatment processes.			
	1.3 Devise and implement new systems and procedures if they do not exist.			
	1.4 Establish preventative inspection and maintenance programmes for emergency equipment so that it is available and serviceable at all times.			
	1.5 Make provision for practices and drills to be carried out within normal work operations and record all such practices and drills in accordance with legislative and organisational requirements.			
	1.6 Introduce and establish mechanisms for communicating emergency plans and procedures to people concerned in ways that suit the types of information being given.			
	1.7 Carry out training programmes to meet reporting requirements for incidents and accidents.			
	1.8 Implement incident and accident reporting procedures for all activities in the work place.			
2. Maintain effective response to emergencies through the use of procedures and drills	2.1 Obtain feedback from all personnel participating in practises of emergency drills and use the feedback to improve procedures and practices for emergency situations.			
	2.2 Carry out reviews of established emergency procedures, and the equipment and resources needed for the procedures.			
	2.3 Arrange for any deficiencies identified through reviews, practices, and drills and implement plans to resolve the deficiency in accordance with legislative and organisational requirements.			

	2.4 Evaluate incident and accident reports and make improvements to the emergency plan and its procedures to reduce or eliminate the risks from the hazards identified.			
	2.5 Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention.			
	2.6 Maintain a record of training in accident and emergency procedures for all staff employed.			
3. Understand the regulation procedures and requirements for managing and maintaining effective systems for responding to emergencies	3.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment.			
	3.2 Describe appropriately waste management and transport legislation and guidance that is applicable.			
	3.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.			
	3.4 Describe appropriately the legal requirements and company procedures for dealing with unauthorised wastes.			
	3.5 Describe appropriately the procedures for the proper management control of work activities.			
	3.6 Describe appropriately the organisational environmental policy and procedures applicable to the services provided.			
	3.7 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the services provided.			
4. Understand the specific regulation procedures and requirements for managing and maintaining effective systems for responding to emergencies	4.1 Describe appropriately health and safety requirements and emergency procedures.			
	4.2 Describe appropriately the procedures required in order to load, unload and handle different types of waste.			
	4.3 Describe appropriately reviewing, organising and resourcing emergency operations.			

	4.4 Describe appropriately record keeping and the types of data required for monitoring purposes.			
	4.5 Describe appropriately the organisation's objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards.			
	4.6 Describe appropriately the organisation's objectives and priorities for the provision of a waste and resource management service.			
	4.7 Describe appropriately the organisational procedures for the proper management control of work activities on customers sites.			
	4.8 Describe appropriately the records required by legislation and by organisational procedures in relation to the services provided.			
	4.9 Describe appropriately the specific legislative requirements and guidance applicable to the site and for collection and transport of waste.			
	4.10 Describe appropriately the records required by legislation and by company procedures in relation to the activities carried out to provide the service.			
	4.11 Describe appropriately the procedures for dealing with spillages.			
	4.12 Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used when providing the service.			
	4.13 Determine the importance of customer and workplace feedback and how to respond.			
	4.14 Determine how to evaluate feedback in terms of impact on operations.			
	4.15 Determine the importance of monitoring implementation of a service to a customer and how to deal with problems arising during implementation.			
	4.16 Determine the different types of waste and materials that could be handled by the service provided.			

	4.17 Determine how to complete all relevant paperwork.			
	4.18 Determine the technical skills needed for the services provided.			
	4.19 Determine how to ensure that relevant staff has the required skills to provide a service and what to do in response to a perceived skills deficit.			
	4.20 Determine the storage and handling implications for the waste types handled when providing a service.			
	4.21 Determine the types, functions and limitations of waste handling equipment available for use on the service.			
	4.23 Determine how to use risk assessment and the identification of potential work-related hazards and difficulties.			
	4.24 Determine the potential hazards to safety, health and the environment arising from the activities carried out to provide the service.			
5. Work in a manner which underpins effective performance	5.1 Encourage others to develop themselves.			
	5.2 Apply integrity, fairness & consistency in decision making.			
	5.3 Use different leadership styles depending on the individual.			

WM28: Manage customer care programs to improve waste management services

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Obtain and analyse feedback from customers on waste and resource management services	1.1 Initiate customer's feedback systems for the services provided.			
	1.2 Maintain procedures to acknowledge and record customers' perceptions of problems and praise for good service.			
	1.3 Initiate procedures to analyse all feedback that is received and record recommendations from customers.			
	1.4 Respond to negative customer feedback and initiate remedial action.			
	1.5 Evaluate feedback for its importance and impact on operations and consult with operational experts to formulate possible improvements.			
	1.6 Implement procedures to make recommendations for improvements to be communicated to key stakeholders for comment.			
	1.7 Develop key performance indicators and use them to monitor trends and performance based on customer feedback.			
	1.8 Make regular contact with customers to review their business needs.			
2. Make recommendations to improve services to customers	2.1 Ensure and confirm that recommendations for improvement meet customer requirements identified by the analysis of customer feedback.			
	2.2 Consult with key stakeholders on initial recommendations and take into account their comments.			
	2.3 Create and justify detailed proposals from initial recommendations following consultation with stake holders.			
	2.4 Present proposals for improvements, with supporting information, to stakeholders with the correct level of authority to implement the recommendations.			
3. Use and communicate data and information	3.1 Communicate customer feedback information accurately to the service delivery organisation.			
	3.2 Comply with organisational procedures to enhance or maintain the organisations quality standards.			

	3.3 Ensure that all documentation and communication comply with legislation on data protection.			
	3.4 Maintain records of disclosures of vested interest resulting from the customer care programme.			
4. Resolve problems which arise from identifying opportunities to improve services to customers	4.1 Take steps to rectify any failure to comply with legislative requirements.			
	4.2 Initiate remedial action for any failure to comply with the detail of the service agreement.			
	4.3 Refer any issues that are not in the remit or responsibility of the job role to staff with the correct level of authority.			
	4.4 Report customer complaints of unsafe or unsatisfactory behaviour by organisational representatives when carrying out the service to the appropriate manager.			
	4.5 Arrange for customers to be notified if operational problems affect the service delivery.			
	4.6 Advise colleagues or managers of situations which need their intervention.			
5. Understand the regulation procedures and requirements for managing customer care programs to improve waste management services	5.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment for waste and resource management activities.			
	5.2 Describe appropriately waste management legislation and guidance that is applicable to waste and resource management sites.			
	5.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.			
	5.4 Describe appropriately the legal requirements and company procedures for dealing with unauthorised wastes.			
	5.5 Describe appropriately the procedures for the proper management control of work activities on customers' sites.			

	5.6 Describe appropriately the organisational environmental policy and procedures applicable to the services provided.			
	5.7 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the services provided.			
6. Understand the specific regulation procedures and requirements for managing customer care programs to improve waste management services	6.1 Describe appropriately organisational policies, procedures and resource constraints which may affect advice and information given to others.			
	6.2 Describe appropriately the organisation's objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards.			
	6.3 Describe appropriately recent developments in technology and operating procedures within the waste management industry.			
	6.4 Describe appropriately the organisation's objectives and priorities for the provision of a waste and resource management service.			
	6.5 Describe appropriately the organisational procedures for the proper management control of work activities on customers sites.			
	6.6 Describe appropriately the records required by legislation and by company procedures in relation to the activities carried out to provide the service.			
	6.7 Determine the importance of customer feedback and how to respond.			
	6.8 Determine how to evaluate feedback in terms of impact on operations.			
	6.9 Determine how to gather and use qualitative and quantitative information.			
	6.10 Determine the types of problems which may occur when gathering information and how to overcome these.			
	6.11 Determine how to record and store the information securely.			
	6.12 Determine the importance of providing information and advice to others and your role and responsibility in relation to this.			

	6.13 Determine the importance of ensuring the validity of information and how to do this.			
	6.14 Determine the principles and importance of handling information confidentiality.			
	6.15 Determine the importance of identifying customer needs and the part you should play in doing this.			
	6.16 Determine how to identify needs in sufficient detail to develop proposals.			
	6.17 Determine how to develop reasoned cases and negotiate with potential and actual customers.			
	6.18 Determine the principles of confidentiality when handling customer feedback.			
	6.19 Determine the importance of monitoring implementation of a service to a customer and how to deal with problems arising during implementation.			
	6.20 Determine how to complete all relevant paperwork.			
	6.21 Determine the potential hazards to safety, health and the environment arising from the activities carried out to provide the service.			
	6.22 Determine how to interpret process documentation and verify that the information is accurate and relates to the waste and resources handled when providing the service.			
	6.23 Determine how to communicate operational instructions orally and in writing.			
	6.24 Determine the importance of ensuring people's understanding of information and advice given and of operational instructions and how to do this.			
7. Work in a manner which underpins effective performance	7.1 Be assertive in making decisions.			
	7.2 Pursue accountability of staff for delegated responsibilities.			
	7.3 Reflect critically on personal achievements to inform future actions.			

WM12: Control work activities on a waste management facility

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Control work activities on a waste facility	1.1 Establish and oversee programmes of work which meet the legislative and organisational requirements required for site activities.			
	1.2 Ensure that work instructions comply with legislation and organisational procedures & requirements.			
	1.3 Ensure that staff understand and comply with their work instructions in accordance with legislative and organisational requirements.			
	1.4 Ensure that individuals have received training before using any machinery, plant or equipment.			
	1.5 Maintain safe systems of work and put in place precautions to eliminate or reduce the risk from hazards.			
	1.6 Ensure that the resources and staff with the skills needed to carry out the operating procedures safely are available.			
	1.7 Identify potential hazards and take steps to reduce risks to personnel and the environment related to wastes which are difficult to handle, may contain disguised materials or unacceptable components, are unauthorised, or likely to present unexpected health problems.			
	1.8 Monitor staff activity on site operations to ensure they enhance or maintain the quality of the organisation's work.			
2. Use and communicate data and information	2.1 Make sure the programme of work and operational instructions relating to the site operations contain all the information needed for site personnel to carry out the activity in accordance with organisational procedures.			
	2.2 Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given.			
	2.3 Keep accurate records of site activities in accordance with legislative and organisational requirements.			

	2.4 Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention.			
	2.5 Maintain a record of training for all staff employed on transfer operations on the site.			
	2.6 Prepare documentation for the transfer of wastes that meets all duty of care requirements.			
3. Resolve any problems which may arise from controlling work activities on a waste facility	3.1 Take actions to rectify any staff shortages, equipment deficiencies or external causes that prevent the site activities from being carried out.			
	3.2 Seek advice to resolve situations which are outside the responsibility of the job role.			
	3.3 Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures.			
	3.4 Take steps to rectify any infringement of legislative conditions revealed during routine inspections of the site.			
4. Understand the regulation procedures and requirements for controlling work activities on a waste management facility	4.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment for waste management activities.			
	4.2 Describe appropriately waste management legislation and guidance that is applicable to waste management sites.			
	4.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for effective care, maintenance and use of this equipment.			
	4.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.			
	4.5 Describe appropriately the organisational environmental policy and procedures applicable to the site.			
	4.6 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.			
	4.7 Describe appropriately the procedures for the proper management control of work activities on the site.			

5. Understand the specific regulation procedures and requirements for controlling work activities on a waste management facility	5.1 Describe appropriately the organisation's objectives and targets for the waste facility.			
	5.2 Describe appropriately the planning permission legislative requirements and the site working plan for the activities.			
	5.3 Describe appropriately the records required by legislation and by organisational procedures in relation to work activities on the waste facility.			
	5.4 Describe appropriately the site procedures for the proper management of personnel and work activities.			
	5.5 Determine how to identify, rectify and record discrepancies and defects arising from site activities.			
	5.6 Determine the different types of waste including those requiring specific handling.			
	5.7 Determine all the types of information required for the completion of paperwork regarding site activities.			
	5.8 Determine the importance of following equipment operating procedures.			
	5.9 Determine how to communicate work instructions orally and in writing.			
	5.10 Determine the importance of ensuring each individual's understanding of work instructions and how to do this.			
	5.11 Determine the importance of monitoring compliance with work instructions, how to do this, and how to respond to incidents of non-compliance.			
	5.12 Determine how to report accidents and incidents that arise on site.			
6. Work in a manner which underpins effective performance	6.1 Be assertive in making decisions.			
	6.2 Pursue accountability of staff for delegated responsibilities.			
	6.3 Reflect critically on personal achievements to inform future actions.			

WB9Q: Maintain vehicle crew compliance with operational requirements

Level: 3		Evidence Type	Portfolio Ref Number	Comments
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			

LOG9: Manage the traffic office

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know how to manage the traffic office	1.1 Explain the relevant organisational policies and procedures, in relation to managing the traffic office, that relate to: <ul style="list-style-type: none"> • health, safety and security • environmental factors • legal requirements • operating requirements • route, destination, delivery and collection schedules • review systems 			
	1.2 Explain the following: <ul style="list-style-type: none"> • the type of load and characteristics of the consignment being moved • different modes of transport • types of vehicles and equipment that can be used for carrying different loads • sources of feedback information 			
	1.3 Explain how to manage colleagues within the operation			
	1.4 Identify problems that can occur when managing the traffic office			
	1.5 Explain the appropriate action taken, in order to deal with identified problems			
2. Be able to manage the traffic office	2.1 Follow all organisational policies and procedures, in relation to managing the traffic office, that relate to: <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • legal requirements • operating requirements • route, destination, delivery and collection schedules • review systems 			
	2.2 Manage colleagues to plan the transportation of loads			

	2.3 Monitor the use of resources			
	2.4 Support colleagues decisions where problems arise			
	2.5 Advise customers and relevant personnel of any changes in the resources allocated or the delivery schedules			
	2.6 Maintain records making any changes according to operational procedures			
	2.7 Evaluate feedback obtained on the use of resources			
	2.8 Review actual performance against the operational plan			
	2.9 Evaluate the effectiveness and efficiency of completed operations			
	2.10 Formulate an action plan based on patterns or trends in actual performance in order to improve performance			
	2.11 Propose amendments to operational and organisational procedures			
	2.12 Communicate effectively			

ICSB14: Review the quality of customer service

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Plan how to measure customer service	1.1 Identify the features of customer service delivery that affect customer satisfaction			
	1.2 Plan how they will monitor the features of customer service delivery that affect customer satisfaction			
	1.3 Plan how they will analyse the information they have collected			
2. Collect and analyse information on customer service	2.1 Implement their plans for monitoring customer service processes and outcomes			
	2.2 Analyse the monitoring information they have collected			
	2.3 Compare the conclusions of their analysis with the criteria they identified			
	2.4 Adapt their plans if the agreed methods of collecting and analysing information are not proving effective			
	2.5 Communicate the results of their measurement of customer service to colleagues			
	2.6 Agree actions to improve customer service that result from their measurements and analysis			
3. Understand how to review the quality of customer service	3.1 Explain the importance of measuring the quality of customer service			
	3.2 Explain which aspects of the customer service process affect customer satisfaction			
	3.3 Explain how to select the criteria they will use for measurement of customer service			
	3.4 Explain how to construct representative samples			
	3.5 Describe the types of information collection methods they could use			
	3.6 Describe methods of analysing information on the quality of service			
	3.7 Explain how to identify recommendations that flow from their measurement of customer service			

	3.8 Explain the procedures for making recommendations on customer service improvements within their organisation			
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MSCE1: Manage a budget for own area or activity of work

Level: 5		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare a budget for own area of responsibility.	1.1 Evaluate information on resource requirements for own area of activity or work.			
	1.2 Produce a draft budget.			
	1.3 Communicate the final budget with relevant stakeholders.			
2. Be able to manage a budget.	2.1 Analyse variances between planned and actual expenditure.			
	2.2 Provide information on performance to relevant stakeholders.			
	2.3 Explain how to take corrective action within the limits of own authority, in response to budget variances and developments.			
	2.4 Explain proposed revisions to budget and obtain agreement where actions are beyond the scope of own authority.			
3. Be able to review budget management performance.	3.1 Review performance against budget.			
	3.2 Assess improvements for future budget planning and management.			
	3.3 Monitor budget performance and implement changes within the limits of own authority or obtain agreement.			

MSCE10: Make effective decisions

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to identify circumstances that require a decision to be made.	1.1 Explain the circumstances requiring a decision to be made.			
	1.2 State the desired objective(s) for making a decision.			
	1.3 Establish criteria on which to base the decision, in line with own organisation.			
2. Be able to collect information to inform decision-making.	2.1 Identify information needed to inform the decision-making process.			
	2.2 Communicate with stakeholders affected by the decision.			
	2.3 Explain how to inform stakeholders about the decision-making process.			
3. Be able to analyse information to inform decision-making.	3.1 Identify information for validity and relevance to the decision-making process.			
	3.2 Analyse information and against established criteria.			
4. Be able to make a decision.	4.1 Apply decision-making technique(s) to determine a decision.			
	4.2 Explain the decision made in line with desired objectives.			
	4.3 Communicate the decision taken to relevant stakeholders.			

MSCB8: Ensure compliance with legal, regulatory, ethical and social requirements

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to monitor the operational compliance of procedures in meeting legal, regulatory, ethical and social requirements.	1.1 Monitor the operational compliance of procedures in meeting legal, regulatory, ethical and social requirements.			
2. Be able to identify and make recommendations on areas of non-compliance with procedures for legal, regulatory, ethical and social requirements relating to own area of responsibility.	2.1 Identify areas of non-compliance with legal, regulatory, ethical and social procedures.			
	2.2 Examine reasons for non-compliance with procedures			
	2.3 Make recommendations for corrections to ensure compliance with procedures.			

MSCD6: Plan, allocate and monitor work in own area of responsibility

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to produce a work plan for own area of responsibility.	1.1 Explain the context in which work is to be undertaken.			
	1.2 Identify the skills base and the resources available.			
	1.3 Examine priorities and success criteria needed for the team.			
	1.4 Produce a work plan for own area of responsibility.			
2. Be able to allocate and agree responsibilities with team members.	2.1 Identify team members' responsibilities for identified work activities.			
	2.2 Agree responsibilities and SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with team members.			
3. Be able to monitor the progress and quality of work in own area of responsibility and provide feedback.	3.1 Identify ways to monitor progress and quality of work.			
	3.2 Monitor and evaluate progress against agreed standards and provide feedback to team members.			
4. Be able to review and amend plans of work for own area of responsibility and communicate changes.	4.1 Review and amend work plan where changes are needed.			
	4.2 Communicate changes to team members.			

MSCD4: Plan an organisation's workforce

Level: 7		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to identify workforce requirements for an organisation.	1.1 Identify specialist expertise that may be useful in workforce planning.			
	1.2 Analyse key issues that are likely to impact on workforce requirements.			
	1.3 Evaluate an organisation's strategic objectives and plans to inform workforce planning.			
2. Be able to review the current workforce of an organisation against identified requirements.	2.1 Identify and assess any gaps between the current workforce capacity and the identified workforce requirements.			
3. Be able to plan how an organisation's workforce requirements will be met.	3.1 Develop and implement a plan that meets an organisation's long-, medium- and short-term workforce requirements.			
	3.2 Ensure that resources needed to recruit, keep and redeploy people are made available.			
4. Be able to communicate workforce plans to relevant individuals.	4.1 Communicate workforce plans to relevant individuals.			

MSCC6: Implement change in own area of responsibility

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand how to implement change in own area of responsibility.	1.1 Explain the main models and methods for managing change.			
2. Be able to involve and support others through the change process.	2.1 Communicate the benefits of and reasons for change and how they relate to business objectives.			
	2.2 Implement and agree a plan to support change.			
3. Be able to implement and monitor a plan for change in own area of responsibility.	3.1 Apply SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with individuals and teams to plan for change.			
	3.2 Assess opportunities and barriers to change.			
	3.3 Review action plans and activities according to identified opportunities and barriers to change.			

MSCD2: Work productively with colleagues and stakeholders

Level: 5		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to provide colleagues and stakeholders with information.	1.1 Identify information to be communicated to selected colleagues and stakeholders.			
	1.2 Adapt and present appropriate information in ways that promote understanding to colleagues or stakeholders.			
2. Be able to consult with colleagues and stakeholders in relation to decisions or activities.	2.1 Communicate with colleagues and stakeholders regarding any decisions or activities.			
3. Understand the importance of fulfilling agreements and honouring commitments made to colleagues and stakeholders.	3.1 Examine the benefits of ensuring agreements made with colleagues and stakeholders are fulfilled.			
	3.2 Examine the negative impact on individuals and organisations of not fulfilling agreements made with colleagues and stakeholders.			
4. Understand how to manage potential conflicts of interest.	4.1 Explain how to identify and manage potential conflicts of interest.			
5. Understand how to be able to monitor working relationships.	5.1 Explain the importance of monitoring changes in the working environment in relation to colleagues and stakeholders.			
	5.2 Explain how to monitor change in the working environment.			
6. Be able to review and improve the effectiveness of working relationships.	6.1 Analyse feedback on working relationships from colleagues and stakeholders.			
	6.2 Evaluate working relationships with colleagues and stakeholders in terms of continued use and effectiveness.			
	6.3 Identify and implement improvements to working relationships.			

MSCD3a: Recruit staff in own area of responsibility

Level: 5		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to review human resource requirements to meet business objectives in own area of responsibility.	1.1 Examine the human resources required to meet objectives in own area of responsibility.			
	1.2 Identify gaps between current and required human resources to meet objectives.			
	1.3 Assess the options for human resource requirements to meet objectives.			
2. Understand the importance of ensuring that recruitment and selection processes meet legal, regulatory, ethical and social requirements.	2.1 Explain how to ensure recruitment and selection processes are fair.			
	2.2 Explain how to ensure that legal requirements, industry regulations, organisational policies and professional codes are met.			
	2.3 Explain when to seek specialist expertise throughout the recruitment process.			
3. Be able to participate in the recruitment and selection process.	3.1 Consult with relevant others to produce or update job descriptions.			
	3.2 Agree with colleagues the stages in the recruitment and selection process for identified vacancies			
	3.3 Identify the methods and criteria that will be used in the recruitment and selection process.			
4. Be able to evaluate the recruitment and selection process and identify improvements for the future.	4.1 Assess and select candidates using agreed methods and criteria.			
	4.2 Evaluate the recruitment and selection methods and criteria used in own area of responsibility.			
	4.3 Identify ways of improving future recruitment and selection.			

MSCB5: Set objectives and provide support for team members

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to communicate a team's purpose and objectives to the team members.	1.1 Describe the purpose of a team.			
	1.2 Set team objectives with its members which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound).			
	1.3 Communicate the team's purpose and objectives to its members			
2. Be able to develop a plan with team members showing how team objectives will be met.	2.1 Discuss with team members how team objectives will be met.			
	2.2 Ensure team members participate in the planning process and think creatively.			
	2.3 Develop plans to meet team objectives.			
	2.4 Set SMART personal work objectives with team members.			
3. Be able to support team members identifying opportunities and providing support.	3.1 Identify opportunities and difficulties faced by team members.			
	3.2 Discuss identified opportunities and difficulties with team members.			
	3.3 Provide advice and support to team members to overcome identified difficulties and challenges.			
	3.4 Provide advice and support to team members to make the most of identified opportunities.			
4. Be able to monitor and evaluate progress and recognise individual and team achievement.	4.1 Monitor and evaluate individual and team activities and progress.			
	4.2 Provide recognition when individual and team objectives have been achieved.			

WM61: Identify and evaluate sustainable resources in a waste environment

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to identify and evaluate sustainable resources	1.1 Investigate, from appropriate information sources, the factors which impact on the utilisation and sustainability of finite and renewable resources.			
	1.2 Estimate the costs and implications of the management and replacement of renewable resources.			
	1.3 Identify and summarise appropriate and valid information sources and identify potential alternative resources.			
	1.4 Compare the technical performance and environmental implications of alternative resources with the performance of existing finite resources with a similar function and calculate any variances.			
2. Understand how to identify and evaluate sustainable resources	2.1 Examine how to investigate, from appropriate information sources, the factors which impact on the utilisation and sustainability of finite and renewable resources.			
	2.2 Examine how to estimate the costs and implications of the management and replacement of renewable resources.			
	2.3 Describe how to identify and summarise appropriate and valid information sources and identify potential alternative resources.			
	2.4 Propose how to compare the technical performance and environmental implications of alternative resources with the performance of existing finite resources with a similar function and calculate any variances.			

WB4Q: Operate the Weighbridge

Level: 3		Evidence Type	Portfolio Ref Number	Comments
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: <ul style="list-style-type: none"> • 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				

ICSD8: Work with others to improve customer service

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Improve customer service by working with others	1.1 Contribute constructive ideas for improving customer service			
	1.2 Identify what they have to do to improve customer service and confirm this with others			
	1.3 Agree with others what they have to do to improve customer service			
	1.4 Co-operate with others to improve customer service			
	1.5 Keep their commitments made to others			
	1.6 Make others aware of anything that may affect plans to improve customer service			
2. Monitor their own performance when improving customer service	2.1 Discuss with others how what they do affects customer service performance			
	2.2 Identify how the way they work with others contributes towards improving customer service			
3. Monitor team performance when improving customer service	3.1 Discuss with others how teamwork affects customer service performance			
	3.2 Work with others to collect information on team customer service performance			
	3.3 Identify with others how customer service teamwork could be improved			
	3.4 Take action with others to improve customer service performance			
4. Understand how to work with others to improve customer service	4.1 Describe who else is involved either directly or indirectly in the delivery of customer service			
	4.2 Describe the roles and responsibilities of others in their organisation			
	4.3 Describe the roles of others outside their organisation who have an impact on their services or products			
	4.4 Evaluate what the goals or targets of their organisation are in relation to customer service and how these are set			



	4.5 Evaluate how their organisation identifies improvements in customer service			
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WB3Q: Conform to General Workplace Environmental Requirements

Level: 2		Evidence Type	Portfolio Ref Number	Comments
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			

WB8Q: Direct vehicle movements on site

Level: 2		Evidence Type	Portfolio Ref Number	Comments
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 			

CS642: Conforming to productive working practices in the workplace

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Communicate with others to establish productive work practices	1.1 Communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively			
	1.2 Describe the different methods of communicating with line management, colleagues and customers			
	1.3 Describe how to use different methods of communication to ensure that the work carried out is productive			
2. Follow organisational procedures to plan the sequence of work	2.1 Interpret relevant information from organisational procedures in order to plan the sequence of work			
	2.2 Plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively			
	2.3 Describe how organisational procedures are applied to ensure work is planned and carried out productively, in relation to: <ul style="list-style-type: none"> • using resources for own and other's work requirements • allocating appropriate work to employees • organising the work sequence • reducing carbon emissions 			
	2.4 Describe how to contribute to zero/low carbon work outcomes within the built environment			
3. Maintain relevant records in accordance with the organisational procedures	3.1 Complete relevant documentation according to the occupation as required by the organisation			
	3.2 Describe how to complete and maintain documentation in accordance with organisational procedures, in relation to: <ul style="list-style-type: none"> • job cards • worksheets • material/resource lists • time sheets 			

	3.3 Explain the reasons for ensuring documentation is completed clearly and within given timescales			
4. Maintain good working relationships when conforming to productive working practices	4.1 Carry out work productively, to the agreed specification, in conjunction with line management, colleagues, customers and/or other relevant people involved in the work to maintain good working relationships			
	4.2 Apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others			
	4.3 Describe how to maintain good working relationships, in relation to: <ul style="list-style-type: none"> • individuals • customer and operative • operative and line management • own and other occupations 			
	4.4 Describe why it is important to work effectively with line management, colleagues and customers			
	4.5 Describe how working relationships could have an effect on productive working			
	4.6 Describe how to apply principles of equality and diversity when communicating and working with others			

WB10Q: Control the sale of stocked material or products

Level: 2		Evidence Type	Portfolio Ref Number	Comments
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 			

Appendix 1: Qualifications Structure

To achieve this qualification the learner must complete the five mandatory units in Group A and any two units from Group B and any three units from Group C (ensuring that at least two of these are at Level 3 or above).

Mandatory Units

Learners must complete and achieve all of the units within this group in order to achieve the full qualification

Ofqual Code	Unit Title	Level	WAMITAB Code
D/602/1063	Contribute to the management of the environmental impact of work	3	WS04
H/602/1064	Supervise the work of others	3	WS03
K/602/1065	Supervise health and safety in the working environment for waste management activities	3	WS02
M/602/1066	Ensure that staff conform to productive and efficient working practices	2	WS01
Y/602/1062	Provide leadership in area of responsibility	5	WS05

Optional Units B

Learners must complete at least two units from this group.

Ofqual Code	Unit Title	Level	WAMITAB Code
H/602/1503	Generate and retain waste and resource management business	3	WM10
R/602/2078	Manual handling, lifting and moving of loads in a waste environment	1	WO38
H/600/9688	Participate in meetings	2	MSCD12
L/600/9586	Manage own professional development within an organisation	3	MSCA2
M/600/9676	Support learning and development within own area of responsibility	4	MSCD7
Y/600/9669	Plan allocate and monitor work of a team	3	MSCD5
L/602/1382	Oversee waste process operations	3	WO25
A/602/1376	Validation of waste	2	WO10
D/602/1371	Inspection of vehicles used in waste management facilities	2	WO15
D/602/1600	Maintain the condition of waste process equipment	2	WO26
F/602/1069	Control the risk from vehicle and plant movements on waste management facilities	2	WO7
J/602/1395	Contribute to maintaining sustainable development and environmental good practice at work	2	WO33
F/602/1380	Conduct environmental monitoring on a waste management facility	2	WO23
K/602/1373	Maintain the security of waste management facilities	1	WO13
T/602/1375	Acceptance of waste	2	WO11
T/602/1389	Contribute to the sustainability, maintenance and preservation of the environment	2	WO29

Y/602/1384	Exchange responsibility for control of waste processing operations	2	WO27
F/602/1685	Contribute to the provision of customer service in a waste environment	2	WM67
A/601/1530	Support customer service improvements	2	ISCD2

Optional Units C

Learners must complete at least three units from this group and in doing so ensuring that at least two of them are at level 3 or above.

Ofqual Code	Unit Title	Level	WAMITAB Code
D/602/1435	Control maintenance and other engineering operations	4	WM30
K/602/1406	Manage the transfer of outputs and disposal of residues from remediation of contamination land	3	WM18
M/602/1424	Manage and maintain effective systems for responding to emergencies	4	WM24
R/602/1433	Manage customer care programs to improve waste management services	3	WM28
Y/602/1501	Control work activities on a waste management facility	3	WM12
D/601/7627	Maintain vehicle crew compliance with operational requirements	3	WB9Q
A/601/7182	Manage the traffic office	3	LOG9
J/601/1238	Review the quality of customer service	4	ICSB14
A/600/9695	Manage a budget for own area or activity of work	5	MSCE1
F/600/9715	Make effective decisions	3	MSCE10
H/600/9609	Ensure compliance with legal, regulatory, ethical and social requirements	4	MSCB8
H/600/9674	Plan, allocate and monitor work in own area of responsibility	4	MSCD6
J/600/9666	Plan an organisation's workforce	7	MSCD4
M/600/9659	Implement change in own area of responsibility	4	MSCC6
M/600/9662	Work productively with colleagues and stakeholders	5	MSCD2
T/600/9663	Recruit staff in own area of responsibility	5	MSCD3a
M/600/9600	Set objectives and provide support for team members	3	MSCB5
T/602/1683	Identify and evaluate sustainable resources in a waste environment	4	WM61
K/601/7615	Operate the Weighbridge	3	WB4Q
D/601/1553	Work with others to improve customer service	3	ICSD8
H/601/7614	Conform to general workplace environmental requirements	2	WB3Q
Y/601/7626	Direct vehicle movements on site	2	WB8Q
J/503/1169	Conforming to productive working practices in the workplace	2	CS642
H/601/7628	Control the sale of stocked material or products	2	WB10Q



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