

WAMITAB Level 2 Certificate for Sustainable Waste Management Operative (Waste Collection Driver)

Guided Learning Hours: 72

Total Qualification time: 142

Qualification Code: 501/1475/X

WAMITAB Code: SWMCD2



Version 6, 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 2 Certificate for Sustainable Waste Management Operative (Waste Collection Driver).

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

Candidate Information

Name

WAMITAB Candidate Number

Registration Date

Enrolment Date

Centre Name

Centre Address

Centre Contact

Assessor Name

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Frequently Asked Questions

What is a qualification?

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

What is the objective of this qualification?

This qualification is ideal for new entrants to the industry or experienced workers that want recognition that they possess the competence required to work as a waste or recyclables collection driver within the waste and resource management industry. This qualification supports direct entry to the waste and resource management industry for a range of job roles.

Who is it for?

- New entrants to the industry
 - 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 2 Certificate for Sustainable Waste Management Operative (Waste Collection Driver) do not require any other qualifications or levels of attainment. However, learners will need to be employed in a suitable position, or have access to the working environment, as the qualification is assessed 'on the job'.

What job role could this qualification lead to or support?

This qualification is ideal for people seeking entry to the waste and resource management sector, or those who are already working and require evidence of their competence. 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:

- Waste collection driver
- Recyclables collection driver

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

What do I need to achieve?

To achieve this, qualification you must complete 10 units in total. You will need to complete all of the units in Group A (the Mandatory Group) and any 3 units from the optional groups. If you choose 1 unit from Option Groups B you will need to take 2 units from Option Group C. If you do not choose 1 unit from Option Group B, then you must select 3 units from Option Group C.

Mandatory Units

- Work with others to improve customer service – ICSD8
- Conforming to productive working practices in the workplace – CS642
- Maintain a healthy and safe working environment for waste management activities – WO1
- Working with other people – WO2
- Contribute to the sustainability, maintenance and preservation of the environment – WO29
- Comply with emergency procedures on waste management activities – WO3
- Transportation of waste – WO9

Optional Units (Group B)

- Loading a waste transport vehicle – WO5
- Loading a Hazardous Waste Transport Vehicle – WO5a
- Loading a Non-Hazardous Waste Transport Vehicle – WO5b
- Loading an Inert Waste Transport Vehicle – WO5c

Optional Units (Group C)

- Maintain the security of waste management facilities – WO13
 - Manage own professional development within an organisation – MSCA2
 - Resolve customer service problems – ICSC3
 - Organise the transportation of loads in a waste environment – WM53
 - Validation of waste – WO10
 - Acceptance of waste – WO11
 - Support safety around waste collection vehicles – WO14
 - Revise planned waste transport operations – WO21
 - Operate equipment to install, remove and replace containers for waste – WO8
 - Mechanically handle waste – WO28
 - Control the risk from vehicle and plant movements on waste management facilities – WO7
 - Manual handling, lifting and moving of loads in a waste environment – WO38
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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 qualification through an approved WAMITAB Centre. It may be your place of work, a local college or training provider. Assessment of your qualification will be carried out at your place of work and the centre is responsible for the administration. Centre staff will therefore:

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

How long will it take?

You will 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
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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.
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What are the evidence requirements for this qualification?

The primary sources of evidence for this qualification are:

- **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.
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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

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			

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			

WO1: Maintain a healthy and safe working environment for waste management activities

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Maintain personal hygiene	1.1 Maintain personal standards of hygiene in accordance with organisational requirements.			
	1.2 Select and use the designated personal protective equipment (PPE) in accordance with operational procedures and legislation.			
	1.3 Use approved safe working and hygiene methods and techniques when carrying out work activities.			
	1.4 Check work areas are kept clean and tidy and contribute to maintaining them in a suitable condition.			
2. Comply with safety procedures at the work site	2.1 Follow safe working procedures and practices in accordance with organisational requirements.			
	2.2 Carry out work routines in accordance with organisational procedures.			
	2.3 Check risk assessments are in place for all aspects of own work, prior to commencing operations, and ensure their requirements are complied with.			
	2.4 Keep to specified walkways in the work place.			
	2.5 Give warnings to people who might be at risk from hazardous conditions.			
	2.6 Comply with the organisation's requirements for lone working situations.			
3. Use and communicate data and information in line with operational procedures	3.1 Report unsafe materials, plant and equipment.			
	3.2 Report unsafe locations to the designated person.			
	3.3 Report unsafe operating conditions in the work environment.			
	3.4 Report hazards which have the potential to be risks.			
	3.5 Report emergencies promptly.			
4. Resolve problems which could affect health and safety	4.1 Deal with unsafe behaviour in accordance with responsibilities of the job role and workplace procedures.			
	4.2 Take steps to deal with conditions that are hazardous to people.			
	4.3 Report problems within own area of responsibility in accordance with operational procedures.			
	4.4 Refer – to the designated person - health and safety issues that fall outside the responsibility of the job role.			

	4.5 Resolve problems within the limits of own responsibility			
5. Understand the regulations, procedures and requirements for maintaining a healthy and safe working environment for waste management activities	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 details of operational procedures and documentation.			
	5.4 Describe appropriately operational procedures and why it is important to comply with them.			
	5.5 Determine how to identify work-related hazards and risks.			
	5.6 Determine how to deal constructively with colleagues and other people and resolve disagreements.			
	5.7 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.8 Determine the limits of the job responsibility when communicating with others.			
	5.9 Describe appropriately the organisational requirements for personal hygiene.			
	5.10 Describe appropriately the importance of good housekeeping.			
	5.11 Describe appropriately Risk Assessments in the work place.			
	5.12 Describe appropriately the organisational requirements for reporting risks, hazards and dangerous incidents.			
	5.13 Determine the differences between a hazard and a risk.			
	5.14 Determine the importance of identifying hazards and how to minimise them.			
	5.15 Determine the importance of warning others about risks and ways to do it.			
	5.16 Determine the different types of plant equipment and potential risks from it.			
	5.17 Determine hazard warning signs and their purposes.			
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.			

WO2: Working with other people

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Agree individual work activities when working with others	1.1 Agree the division of work with others before beginning work.			
	1.2 Plan the best way to carry out the work to performance requirements.			
	1.3 Confirm the working methods that will be used to comply with operational requirements.			
2. Complete work activities with others	2.1 Carry out and complete work activities within performance requirements.			
	2.2 Check with other people for any difficulties which arise from carrying out the work.			
	2.3 Prevent disagreements between people from disrupting work.			
3. Use and communicate data and information	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 could affect working with others	4.1 Notify the designated person when work is likely to be completed later than a pre-agreed schedule.			
	4.2 Report instances of unsafe or disruptive behaviour in accordance with operational procedures.			
	4.3 Report problems arising within own area of responsibility to the designated person.			
	4.4 Notify matters outside the responsibility of the job role to the designated person.			
	4.5 Resolve problems within own area of responsibility			
5. Understand the regulations, procedures and requirements for	5.1 Determine how to identify work-related hazards and risks.			
	5.2 Determine how to deal constructively with colleagues and other people and resolve disagreements.			

working with other people	5.3 Determine the impact on self and others of not wearing appropriate Personal Protective Equipment (PPE)			
	5.4 Determine how to develop productive working relationships with colleagues.			
	5.5 Determine the nature of other people's work.			
	5.6 Determine how each person's work affects each other.			
	5.7 Determine how to resolve misunderstandings.			
	5.8 Determine how to make helpful contributions to work-related meetings and discussions.			
	5.9 Determine how to recognise difficulties in own work.			
	5.10 Determine different styles of working.			
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			

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.			

WO3: Comply with emergency procedures on waste management activities

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Respond to emergency situations involving accidents to people	1.1 Raise the alarm in accordance with workplace procedures for accidents to people.			
	1.2 Alert other workers and managers promptly when someone is involved in an accident.			
	1.3 Contact the designated first-aider(s) and request first aid treatment as quickly as possible.			
	1.4 Give any injured people comfort and reassurance.			
2. Respond to emergency situations involving accidents on the work site	2.1 Raise the alarm using mechanical or electronic means on discovering an emergency.			
	2.2 Notify the designated personnel promptly when there is a major service failure.			
	2.3 Alert people promptly to emergencies which arise on their work site.			
	2.4 Take steps to ensure the emergency services are called in accordance with workplace procedures.			
	2.5 Notify designated personnel promptly if they encounter any suspicious situations that may cause an emergency.			
3. Minimise the effect of an emergency	3.1 Check that their actions taken during an emergency reflect the seriousness of the situation but do not cause panic to other people.			
	3.2 Take action to minimise any environmental damage that may occur through spillage or release of hazardous substances in accordance with workplace procedures.			
	3.3 Use emergency first aid equipment and other emergency equipment in accordance with workplace procedures.			
	3.4 Ensure their response to emergencies minimises the risk to their and others' personal safety and minimises damage to equipment and resources.			
4. Use and communicate data and information	4.1 Notify the designated person promptly when raising an alarm.			
	4.2 Report unsafe equipment and hazardous locations that have the potential to cause an accident.			

	4.3 Report situations which emerge from visual inspections or monitoring data which have the potential to pose risks to people.			
	4.4 Report high risk hazards which are outside the responsibility of their job role to the designated personnel.			
	4.5 Record the details of an accident they witness or in which they are involved in accordance with organisational procedures.			
5. Report problems that could affect compliance with emergency procedures	5.1 Deal with unsafe behaviour in accordance with responsibilities of their job role and workplace procedures.			
	5.2 Report day-to-day problems within their own area of responsibility.			
	5.3 Refer matters outside the responsibility of their job role to designated personnel.			
	5.4 Resolve problems within the limits of own responsibility			
6. Understand the regulations, procedures and requirements for complying with emergency procedures on waste management activities	6.1 Describe appropriately emergency operational procedures and why it is important to comply with them.			
	6.2 Determine the potential hazards associated with different wastes.			
	6.3 Determine how to identify work-related hazards and risks.			
	6.4 Describe appropriately the procedures for extinguishing, containing and dispersing fires.			
	6.5 Describe appropriately the organisational procedures for reporting accidents, incidents and dangerous occurrences.			
	6.6 Explain what constitutes an emergency situation.			
	6.7 Explain the importance of raising an alarm and the methods available for doing so.			
	6.8 Explain the importance of contacting an individual trained in first aid.			
	6.9 Describe appropriately how to call the emergency services.			
	6.10 Describe appropriately how to offer reassurance to individuals affected by the emergency.			
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.			

WO9: Transportation of waste

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Operate and control a waste transport vehicle	1.1 Carry out daily routine checks on the vehicle in accordance with operational procedures.			
	1.2 Check the operational suitability of the vehicle and specialist equipment.			
	1.3 Drive and maneuver the vehicle safely in line with training and operational procedures.			
	1.4 Drive the vehicle in a manner which minimises wear and tear, the risk of accidental damage, and maximises efficiency.			
	1.5 Drive in a manner which shows consideration for others, and minimises risk to oneself and the crew.			
	1.6 Drive and operate the vehicle legally.			
	1.7 Check the load is secure and stable before moving off.			
2. Transport waste	2.1 Monitor continuously the condition of the vehicle and its load by observing the vehicle's performance, and report any problems in accordance with operational procedures.			
	2.2 Follow operational procedures in the event of accident, breakdown, and other problems.			
3. Use and communicate data and information related to the transportation of waste	3.1 Complete and sign the daily vehicle checks documentation.			
	3.2 Report problems which arise from the vehicle check.			
	3.3 Record variations in vehicle performance.			
	3.4 Complete operational documentation.			
	3.5 Check regulatory documentation and signage is completed and positioned accurately.			
4. Resolve problems which arise with the transportation of waste	4.1 Report variations in vehicle performance.			
	4.2 Take steps to deal with unsecure or unstable loads.			
	4.3 Advise colleagues or managers of situations which require their attention.			
	4.4 Report situations which are outside the job role responsibilities in line with operational procedures.			

	4.5 Resolve problems to improve vehicle performance.			
	4.6 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for transportation of waste	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 when transporting waste.			
	5.4 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.5 Describe appropriately vehicle controls, equipment, and their functions.			
	5.6 Describe appropriately vehicle handling and characteristics.			
	5.7 Describe appropriately load characteristics and their effects on vehicle performance.			
	5.8 Describe appropriately the methods of checking vehicle performance.			
	5.9 Describe appropriately the requirements of the organisation receiving the load.			
	5.10 Describe appropriately legislation affecting the vehicle, its driver, and its load.			
	5.11 Determine how to identify variances in vehicle performance, remedy them or report them.			
	5.12 Determine how to identify deviations from the schedule of operations.			
	5.13 Determine how to establish load stability.			
	5.14 Determine how to maneuver safely and effectively.			
	5.15 Determine how to minimise wear and tear and the risk of accidents.			
	5.16 Determine how to deal with accidents, breakdowns or other problems.			
	5.17 Determine how to accommodate special instructions in route and schedule planning.			
	5.18 Determine the potential environmental impact of the vehicle and its load.			
6. Work in a manner which	6.1 Recognise and act when others need support.			



underpins effective performance	6.2 Be receptive to new ways of working			
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Optional Unit Group B

WO5: Loading a waste transport vehicle

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to load waste and related materials	1.1 Establish the accessibility and the suitability of the loading location.			
	1.2 Check the suitability of the loading equipment to be used.			
	1.3 Check to make sure the vehicle is positioned so it can be prepared and loaded safely.			
	1.4 Comply with all regulations and operational procedures that relate to loading waste.			
	1.5 Select and use appropriate PPE in accordance with operational requirements.			
	1.6 Establish the safe loading limits of both the vehicle and loading equipment.			
	1.7 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading waste.			
2. Load waste and related materials in line with location-specific procedures	2.1 Distribute the load to prevent movement, displacement or escape of waste during transit.			
	2.2 Place batched waste in a manner that enables access to it for unloading.			
	2.3 Check and confirm the load is secure and safe before the loaded vehicle is moved, and that the vehicle and load comply with regulations.			
3. Use and communicate data and information connected with loading waste and related materials	3.1 Communicate with others involved in the loading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.			
	3.2 Check that the waste and the documentation are in compliance.			
	3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person.			
	3.4 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies'.			
	3.5 Complete documentation in accordance with operational and location-specific procedures.			

	3.6 Report situations that prevent safe loading or unloading to take place in accordance with operational and location-specific procedures.			
4. Resolve problems which arise from loading waste and related materials	4.1 Resolve any discrepancies in the documentation for the load before the waste is loaded.			
	4.2 Report defects in operational suitability of the vehicle and loading equipment to the designated person.			
	4.3 Arrange for alternative loading sites to be identified when the designated site is unsuitable.			
	4.4 Reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment.			
	4.5 Identify, rectify and record discrepancies and defects.			
	4.6 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for loading a waste transport vehicle	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 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.6 Describe appropriately the regulations relating to loading waste and related materials.			
	5.7 Describe appropriately the regulations relating to the carriage of dangerous goods.			
	5.8 Describe appropriately operational procedures for loading.			
	5.9 Describe appropriately site operating procedures and regulations at loading sites.			
	5.10 Determine how to establish compliance of load with transfer requirements.			
	5.11 Determine how to operate loading equipment which is both integral and non-integral with the vehicle.			

	5.12 Determine the nature and characteristics of waste loads and related materials.			
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.			

WO5a: Loading a hazardous waste transport vehicle

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to load hazardous waste and related materials	1.1 Establish the accessibility and the suitability of the loading location.			
	1.2 Check the suitability of the loading equipment to be used.			
	1.3 Check to make sure the vehicle is positioned so it can be prepared and loaded safely.			
	1.4 Comply with all regulations and operational procedures that relate to loading hazardous waste.			
	1.5 Select and use appropriate PPE in accordance with operational requirements.			
	1.6 Establish the safe loading limits of both the vehicle and loading equipment.			
	1.7 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading hazardous waste.			
2. Load hazardous waste and related materials in line with location-specific procedures	2.1 Distribute the load to prevent movement, displacement or escape of hazardous waste during transit.			
	2.2 Place batched hazardous waste in a manner that enables access to it for unloading.			
	2.3 Check and confirm the load is secure and safe before the loaded vehicle is moved, and that the vehicle and load comply with regulations.			
3. Use and communicate data and information connected with loading hazardous waste and related materials	3.1 Communicate with others involved in the loading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.			
	3.2 Check that the hazardous waste and the documentation are in compliance.			
	3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person.			
	3.4 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies'.			

	3.5 Complete documentation in accordance with operational and location-specific procedures.			
	3.6 Report situations that prevent safe loading or unloading to take place in accordance with operational and location-specific procedures.			
4. Resolve problems which arise from loading hazardous waste and related materials	4.1 Resolve any discrepancies in the documentation for the load before the hazardous waste is loaded.			
	4.2 Report defects in operational suitability of the vehicle and loading equipment to the designated person.			
	4.3 Arrange for alternative loading sites to be identified when the designated site is unsuitable.			
	4.4 Reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment.			
	4.5 Resolve problems within the limits of own responsibility			
	4.6 Identify, rectify and record discrepancies and defects.			
5. Understand the regulations, procedures and requirements for loading a hazardous waste transport vehicle	5.1 Describe appropriately the classifications and types of hazardous waste.			
	5.2 Describe appropriately the potential hazards associated with different hazardous 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 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.6 Describe appropriately the regulations relating to loading hazardous waste and related materials.			
	5.7 Describe appropriately the regulations relating to the carriage of dangerous goods.			
	5.8 Describe appropriately operational procedures for loading.			
	5.9 Describe appropriately site operating procedures and regulations for loading transport vehicles.			
	5.10 Determine how to establish compliance of load with transfer requirements.			

	5.11 Determine how to operate loading equipment which is both integral and non-integral with the vehicle.			
	5.12 Determine the nature and characteristics of hazardous waste loads and related materials.			
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.			

WO5b: Loading a non hazardous waste transport vehicle

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to load non hazardous waste and related materials	1.1 Establish the accessibility and the suitability of the loading location.			
	1.2 Check the suitability of the loading equipment to be used.			
	1.3 Check to make sure the vehicle is positioned so it can be prepared and loaded safely.			
	1.4 Comply with all regulations and operational procedures that relate to loading non hazardous waste.			
	1.5 Select and use appropriate PPE in accordance with operational requirements.			
	1.6 Establish the safe loading limits of both the vehicle and loading equipment.			
	1.7 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading non hazardous waste.			
2. Load non hazardous waste and related materials in line with location-specific procedures	2.1 Distribute the load to prevent movement, displacement or escape of non hazardous waste during transit.			
	2.2 Place batched non hazardous waste in a manner that enables access to it for unloading.			
	2.3 Check and confirm the load is secure and safe before the loaded vehicle is moved, and that the vehicle and load comply with regulations.			
3. Use and communicate data and information connected with loading non hazardous waste and related materials	3.1 Communicate with others involved in the loading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.			
	3.2 Check that the non hazardous waste and the documentation are in compliance.			
	3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person.			
	3.4 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies'.			

	3.5 Complete documentation in accordance with operational and location-specific procedures.			
	3.6 Report situations that prevent safe loading or unloading to take place in accordance with operational and location-specific procedures.			
4. Resolve problems which arise from loading non hazardous waste and related materials	4.1 Resolve any discrepancies in the documentation for the load before the non hazardous waste is loaded.			
	4.2 Report defects in operational suitability of the vehicle and loading equipment to the designated person.			
	4.3 Arrange for alternative loading sites to be identified when the designated site is unsuitable.			
	4.4 Reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment.			
	4.5 Resolve problems within the limits of own responsibility			
	4.6 Identify, rectify and record discrepancies and defects.			
5. Understand the regulations, procedures and requirements for loading a hazardous waste transport vehicle	5.1 Describe appropriately the classifications and types of non-hazardous waste.			
	5.2 Describe appropriately the potential hazards associated with different non-hazardous 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 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.6 Describe appropriately the regulations relating to loading non-hazardous waste and related materials.			
	5.7 Describe appropriately the regulations relating to the carriage of dangerous goods.			
	5.8 Describe appropriately operational procedures for loading.			
	5.9 Describe appropriately site operating procedures and regulations for loading transport vehicles.			
	5.10 Determine how to establish compliance of load with transfer requirements.			

	5.11 Determine how to operate loading equipment which is both integral and non-integral with the vehicle.			
	5.12 Determine the nature and characteristics of non-hazardous waste loads and related materials.			
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.			

WO5c: Loading an inert waste transport vehicle

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to load inert waste and related materials	1.1 Establish the accessibility and the suitability of the loading location.			
	1.2 Check the suitability of the loading equipment to be used.			
	1.3 Check to make sure the vehicle is positioned so it can be prepared and loaded safely.			
	1.4 Comply with all regulations and operational procedures that relate to loading inert waste.			
	1.5 Select and use appropriate PPE in accordance with operational requirements.			
	1.6 Establish the safe loading limits of both the vehicle and loading equipment.			
	1.7 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading inert waste.			
2. Load inert waste and related materials in line with location-specific procedures	2.1 Distribute the load to prevent movement, displacement or escape of inert waste during transit.			
	2.2 Place batched inert waste in a manner that enables access to it for unloading.			
	2.3 Check and confirm the load is secure and safe before the loaded vehicle is moved, and that the vehicle and load comply with regulations.			
3. Use and communicate data and information connected with loading inert waste and related materials	3.1 Communicate with others involved in the loading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.			
	3.2 Check that the inert waste and the documentation are in compliance.			
	3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person.			
	3.4 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies'.			
	3.5 Complete documentation in accordance with operational and location-specific procedures.			

	3.6 Report situations that prevent safe loading or unloading to take place in accordance with operational and location-specific procedures.			
4. Resolve problems which arise from loading inert waste and related materials	4.1 Resolve any discrepancies in the documentation for the load before the inert waste is loaded.			
	4.2 Report defects in operational suitability of the vehicle and loading equipment to the designated person.			
	4.3 Arrange for alternative loading sites to be identified when the designated site is unsuitable.			
	4.4 Reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment.			
	4.5 Resolve problems within the limits of own responsibility			
	4.6 Identify, rectify and record discrepancies and defects.			
5. Understand the regulations, procedures and requirements for loading a hazardous waste transport vehicle	5.1 Describe appropriately the classifications and types of inert waste.			
	5.2 Describe appropriately the potential hazards associated with different inert 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 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.6 Describe appropriately the regulations relating to loading inert waste and related materials.			
	5.7 Describe appropriately the regulations relating to the carriage of dangerous goods.			
	5.8 Describe appropriately operational procedures for loading.			
	5.9 Describe appropriately site operating procedures and regulations for loading transport vehicles.			
	5.10 Determine how to establish compliance of load with transfer requirements.			
	5.11 Determine how to operate loading equipment which is both integral and non-integral with the vehicle.			

	5.12 Determine the nature and characteristics of inert waste loads and related materials.			
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.			

Optional Unit Group C

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			

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.			

ICSC3: Resolve customer service problems

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. spot customer service problems	1.1 listen carefully to customers about any problem they have raised			
	1.2 ask customers about the problem to check their understanding			
	1.3 recognise repeated problems and alert the appropriate authority			
	1.4 share customer feedback with others to identify potential problems before they happen			
	1.5 identify problems with systems and procedures before they begin to affect customers			
2. pick the best solution to resolve customer service problems	2.1 identify the options for resolving a customer service problem			
	2.2 work with others to identify and confirm the options to resolve a customer service problem			
	2.3 work out the advantages and disadvantages of each option for their customer and the organisation			
	2.4 pick the best option for their customer and the organisation			
	2.5 identify for their customer other ways that problems may be resolved if they are unable to help			
3. take action to resolve customer service problems	3.1 discuss and agree the options for solving the problem with their customer			
	3.2 take action to implement the option agreed with their customer			
	3.3 work with others and their customer to make sure that any promises related to solving the problem are kept			
	3.4 keep their customer fully informed about what is happening to resolve the problem			
	3.5 check with their customer to make sure the problem has been resolved to the customer's satisfaction			
	3.6 give clear reasons to their customer when the problem has not been resolved to the customer's satisfaction			
4. know how to resolve customer service problems	4.1 describe organisational procedures and systems for dealing with customer service problems			
	4.2 explain how to defuse potentially stressful situations			

	4.3 describe how to negotiate			
	4.4 identify the limitations of what they can offer their customer			
	4.5 describe types of action that may make a customer problem worse and should be avoided			

WM53: Organise the transportation of loads in a waste environment

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Organise transport	1.1 Access and use information in relation to: <ul style="list-style-type: none"> • Types of loads to be transported. • Time of delivery/collection. • Place of delivery/collection. • Any special delivery/collection requirements. • Any limitations or constraints applicable to the load or route. • Route planning. • Health, safety and environment. 			
	1.2 Arrange collection and delivery of loads on a priority basis.			
	1.3 Selection of appropriate vehicle.			
	1.4 Follow instructions in relation to the transportation of the load according to organisational procedures.			
	1.5 Carry out checks on the suitability of the vehicle and the driver for the type of load to be transported.			
	1.6 Maintain records according to organisational procedures.			
2. Understand the organisation of transportation of loads	2.1 Describe the types of loads to be moved and their characteristics.			
	2.2 Explain the organisational policies and procedures in relation to the safe and efficient organisation of transport.			
	2.3 Explain the environmental, economic, and efficiency issues in relation to the loads and modes of transport used.			
	2.4 Outline the requirements of relevant legislation, regulation and codes of practice including: <ul style="list-style-type: none"> • Weights and measures. • Drivers hours. • Drivers licence regulations. • Vehicle operators licensing requirements. • Waste handling requirements. • Environmental constraints. 			

	<p>2.5 Explain the organisational policies and procedures in the event of:</p> <ul style="list-style-type: none"> • Suitable transport being unavailable. • Routing or scheduling cannot be achieved in accordance with organisational or regulatory requirements. • Transport breakdown. • Accidents or incidents. • Transport or operator not conforming to requirements for safe efficient operation. 			
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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.			

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 acceptance of waste	4.1 Describe appropriately the classifications and types of waste.			
	4.2 Describe appropriately the potential hazards associated with different wastes.			
	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.			

WO14: Support safety around waste collection vehicles

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Support safe operations of the waste collection vehicle	1.1 Select and use the designated PPE before starting operations in accordance with the operational requirements.			
	1.2 Check and test the vehicle safety systems on a daily basis before starting work.			
	1.3 Help to rectify faults which are caused by malfunctioning systems, obscured safety features and illegible notices and signs.			
	1.4 Check that safety and amenity equipment carried on the vehicle is in place and suitable for use.			
	1.5 Replenish missing health, safety or welfare consumables and PPE needed for the proper operation of the vehicle and safety of the crew.			
	1.6 Clean and reset dirty or obscured safety signs, mirrors, observational devices or operating information notices on the vehicle.			
2. Keep people safe from waste collection vehicle movements	2.1 Give clear hand signals to assist the driver when the vehicle is being maneuver.			
	2.2 Minimise inconvenience to other road users by checking and confirming their whereabouts when the waste collection vehicle is maneuvering on a public highway.			
	2.3 Take steps to ensure pedestrians and other road users are at a safe distance from the vehicle when it is maneuvering or when its mechanisms are operating.			
	2.4 Be responsible for the security of the vehicle when on operations in the absence of the driver.			
3. Use and communicate data and information	3.1 Use the work documents provided to ensure any information needed for the work is not missed.			
4. Resolve problems which arise from vehicle safety	4.1 Inform the driver immediately if a fault is found in the vehicle safety systems.			
	4.2 Reset any emergency stops on the vehicle when it is safe to do so.			

	4.3 Report to the designated person - on a daily basis - situations encountered on operational duty which are uncontrolled or inappropriately controlled.			
	4.4 Report situations where personnel or vehicle safety is compromised in accordance with operational procedures.			
	4.5 Report defective equipment promptly to the driver or designated person in the driver's absence.			
	4.6 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for supporting safety around waste collection vehicles	5.1 Determine the potential hazards associated with different wastes.			
	5.2 Determine 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 purpose and normal operation of vehicle safety systems.			
	5.5 Describe appropriately the importance of vehicle and safety checks.			
	5.6 Determine how to recognise faults in lighting systems, warning systems, notices and signs.			
	5.7 Determine hand signals to use in order to communicate with the driver.			
	5.8 Determine maneuvering capabilities of the vehicle in forward and reverse.			
	5.9 Determine the driver's field of vision from the driving seat.			
	5.10 Determine the rights of way on the road.			
	5.11 Determine methods of signaling to other road users.			
	5.12 Determine the dangers which could arise from maneuvering a vehicle.			
	5.13 Determine how to ensure the vehicle is locked and keys removed to prevent unauthorized access to it.			
	5.14 Determine how to immobilise vehicles and loading equipment safely to prevent unauthorised people interfering with the vehicle.			
	5.15 Determine how to access and operate health safety and welfare equipment carried on the vehicle.			
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			

WO21: Revise planned waste transport operations

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Revise the planned transportation of waste loads	1.1 Amend the routing and scheduling information needed for transporting the loads.			
	1.2 Arrange for alternative uplifts where necessary.			
	1.3 Determine the availability of drivers, and the suitability of vehicles & equipment required to transport the load safely and efficiently.			
	1.4 Provide updates to authorised personnel with regards to the routes and operating schedules they have revised.			
	1.5 Check that the revised transport operation complies with all regulations and guidelines.			
2. Use and communicate data and information for maintaining the waste transport operation	2.1 Prepare and issue all documentation required to accompany the load and make it ready for issue to the driver.			
	2.2 Record details of agreements made for waste uplifts in accordance with operational procedures and organisational requirements.			
	2.3 Check that records about the driver, vehicle, and equipment allocated for each uplift are completed and processed and stored in accordance with organisational procedures.			
	2.4 Record any incidents, accidents, or events that arise during, or access restrictions that prevent the planned transport operation.			
	2.5 Check that uplift and transport documents required for legal compliance and quality assurance purposes are stored securely.			
	2.6 Record useful information about uplift sites and any restrictions affecting vehicle access for use in planning future uplifts.			
	2.7 Arrange for drivers to notify them by telephone of any circumstances that interfere with their ability to meet the schedule for any uplift.			
3. Resolve problems which affect the transportation of waste	3.1 Notify uplift site personnel if the planned uplift cannot take place on schedule.			
	3.2 Reschedule any delayed uplift and subsequent uplifts affected by a delay.			

	3.3 Advise drivers about adverse traffic or access problems notified to them before they leave or by telephone when they are in transit.			
	3.4 Arrange for assistance to be sent out to any vehicle that is disabled whilst carrying out the scheduled operation.			
	3.5 Resolve problems within own area of responsibility.			
4. Understand the regulations, procedures and requirements for revising planned waste transport operations	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 Describe appropriately the impact that different types of waste will have on the planning of waste operations.			
	4.4 Determine how to identify work-related hazards and difficulties.			
	4.5 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	4.6 Determine what information they are allowed to pass on to other people.			
	4.7 Describe appropriately the legal regulations, organisational procedures and codes of practice for the transport of waste & the operation of vehicles on the public highway.			
	4.8 Describe appropriately the characteristics of loads to be transported.			
	4.9 Describe appropriately the records and data that need to be kept to comply with organisational requirements.			
	4.10 Describe appropriately the principles of effective time and resource management for routing and scheduling waste transport operations.			
	4.11 Determine how to recognise the interrelationship of staff availability, drivers' hours, weather, traffic regulations, vehicle availability & suitability, traffic flows, and site access conditions when revising transport schedules.			
	4.12 Determine how to contact customers and arrange for rescheduled uplifts.			
	4.13 Determine how to access information to meet the responsibilities of their job.			
	4.14 Determine how to transmit operational information to drivers, colleagues and customers.			
5. Work in a manner which	5.1 Recognise and act when others need support.			

underpins effective performance	5.2 Be receptive to new ways of working.			
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WO8: Operate Equipment to install, remove and replace containers for waste

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Select and install containers for waste in line with operational procedures	1. Select containers which are suitable for the intended purpose.			
	1.2 Prepare containers for use.			
	1.3 Select and use personal protective equipment (PPE) in line with operational procedures.			
	1.4 Check handling equipment is fit for purpose and safe to use.			
	1.5 Load and unload containers to and from vehicles.			
	1.6 Install and position containers.			
2. Remove and replace containers for waste in line with operational procedures	2.1 Ensure the containers are safely accessible.			
	2.2 Use the designated personal protective equipment (PPE).			
	2.3 Check handling equipment is fit for purpose and safe to use.			
	2.4 Remove containers and load them safely onto a suitable vehicle.			
	2.5 Check that containers are stored in line with operational procedures.			
3. Use and communicate data and information relating to installing, removing and replacing containers for waste	3.1 Ensure data is used and communicated as detailed in operational procedures			
	3.2 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies.			
	3.3 Complete documentation in accordance with operational procedures.			
	3.4 Record out of specification, misused or damaged containers in accordance with operational procedures.			
4. Resolve problems which arise from installing, removing and replacing containers for waste	4.1 Make arrangements for clearing blockages to access for delivering or removing containers.			
	4.2 Arrange for out of specification, misused or damaged containers to be removed from service in accordance with operational procedures.			
	4.3 Report promptly situations where security at premises does not comply with organisational expectations or requirements.			
	4.4 Report defective equipment to the designated person.			
	4.5 Report discrepancies in the information being used when installing and removing containers to the designated person.			

	4.6 Report incidents, accidents, and near-misses in accordance with operational procedures.			
	4.7 Recognise and record defects.			
	4.8 Identify the nature of defects and methods to deal with them.			
	4.9 Deal with incidents, accidents, and near misses.			
	4.10 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for installing, removing and replacing containers for waste	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 safe loading and unloading procedures.			
	5.5 Describe appropriately load restraint techniques			
	5.6 Determine how to identify containers for waste.			
	5.7 Determine how to select containers suitable for requirements.			
	5.8 Describe appropriately the nature and characteristics of containers for waste.			
	5.9 Determine How to deal with poor labelling or identification of containers for waste.			
	5.10 Determine How to prepare containers for waste for use.			
	5.11 Determine How to operate handling equipment safely.			
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.			

WO28: Mechanically handle waste

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to use mechanical handling equipment to load, move, and unload waste	1.1 Select and use the designated personal protective equipment (PPE) in compliance with operational requirements.			
	1.2 Undertake daily checks and confirm the mechanical handling equipment and its attachments and accessories are working in accordance with operational and manufacturer's procedures.			
	1.3 Check all required certification is in date for the piece of equipment to be used.			
	1.4 Check that risk assessments have been completed before operations are started.			
	1.5 Confirm the machine complies with legal requirements where it is used on the public highway.			
2. Load, move and unload waste using mechanical handling equipment	2.1 Operate machinery in accordance with work instructions and organisational procedures.			
	2.2 Ensure data is used and communicated as detailed in operational procedures			
	2.3 Make sure the machine is operated within its safe working limit.			
	2.4 Operate mechanical handling equipment in a manner which minimises the potential for damage to colleagues, pedestrians, and other vehicles.			
	2.5 Keep the working area clean, tidy, and in a safe condition.			
	2.6 Comply with operational procedures and documents when handling waste.			
	2.7 Check and confirm the equipment to be used is suitable for the characteristics of the waste.			
	2.8 Make sure that the waste is handled in a safe manner.			
	2.9 Make sure the load being handled is stable at all times.			
	2.10 Make sure the work area is free from obstructions at all times during operations.			
	2.11 Monitor the work environment continuously to minimise risk			

3. Use and communicate data and information	3.1 Provide information to others to complete all documentation associated with the handling of the load.			
	3.2 Report situations where waste does not comply with documentation.			
	3.3 Report defects on equipment, and in the work area, when handling waste.			
4. Resolve problems which arise from mechanically handling waste	4.1 Deal with emergencies and spillages in line with operational procedures.			
	4.2 Rectify and resolve any discrepancies between the paperwork and the waste before it is loaded or unloaded.			
	4.3 Check defects in the specialist handling equipment are rectified before using it.			
	4.4 Take steps immediately in accordance with operational procedures to ensure unsafe conditions are dealt with.			
	4.5 Advise colleagues or managers of situations which require their attention.			
	4.6 Report situations which are outside the job role responsibilities in line with organisational procedures.			
	4.7 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for mechanically handling waste	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 techniques for handling loads.			
	5.5 Describe appropriately the legal requirements for operating machines on the public highway.			
	5.6 Explain the process for ensuring that risk assessments are in place.			
	5.7 Determine the physical and handling characteristics of wastes and containers.			
	5.8 Determine how adverse conditions can affect the handling of loads.			
	5.9 Determine how to work in a manner which minimises the potential for damage to buildings and vehicles.			
	5.10 Determine how to work in a manner that minimises the risk of injury to colleagues and pedestrians.			

	5.11 Determine how to recognise and prevent distortion or movement of stored waste whilst picking up and placing loads.			
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.			

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 Wears assigned personal protection equipment when moving loads			
	3.3 Use safe and approved handling techniques when moving loads			
	3.4 Resolves problems within own area of personal responsibility			
	3.5 Report problems outside own personal responsibility to resolve to designated personnel			

Appendix 1: Qualification Structure

To achieve this qualification, learners must complete 10 units. This will involve completing:

- All seven units from Group A (the mandatory group).
- Any 3 units from the optional units and in doing so comply with the restrictions in Group B should you choose an optional unit from this group.

Mandatory Group

Learners must complete all of the units in this group.

Ofqual Code	Unit Title	Level	WAMITAB Code
D/601/1553	Work with others to improve customer service	3	ICSD8
J/503/1169	Conforming to productive working practices in the workplace	2	CS642
T/602/1439	Maintain a healthy and safe working environment for waste management activities	2	WO1
T/602/1263	Working with other people	1	WO2
T/602/1389	Contribute to the sustainability, maintenance and preservation of the environment	2	WO29
M/602/1262	Comply with emergency procedures on waste management activities	2	WO3
T/602/1067	Transportation of waste	1	WO9

Optional Units B

Only one of these units can be selected and counted towards the overall qualification.

Ofqual Code	Unit Title	Level	WAMITAB Code
Y/602/1076	Loading a waste transport vehicle	2	WO5
R/602/1075	Loading a hazardous waste transport vehicle	2	WO5a
L/602/1074	Loading a non-hazardous waste transport vehicle	2	WO5b
J/602/1073	Loading an inert waste transport vehicle	2	WO5c

Optional Units C

If no units have been selected from Group B, then the learner needs to complete three units from this group.

Ofqual Code	Unit Title	Level	WAMITAB Code
L/600/9586	Manage own professional development within an organisation	3	MSCA2
M/601/1511	Resolve customer service problems	2	ICSC3
A/602/1684	Organise the transportation of loads in a waste environment	3	WM53
A/602/1376	Validation of waste	2	WO10
T/602/1375	Acceptance of waste	2	WO11
K/602/1373	Maintain the security of waste management facilities	1	WO13
H/602/1372	Support safety around waste collection vehicles	1	WO14
J/602/1378	Revise planned waste transport operations	3	WO21
D/602/1385	Mechanically handle waste	1	WO28
R/602/2078	Manual handling, lifting and moving of loads in a waste environment	1	WO38

F/602/1069	Control the risk from vehicle and plant movements on waste management facilities	2	WO7
A/602/1068	Operate equipment to install, remove and replace containers for waste	1	WO8



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