

WAMITAB Level 3 Diploma for Sustainable Recycling Activities (Supervisory)

Guided Learning Hours: 43
Total Qualification time: 104

Qualification Code: 501/2185/6
WAMITAB Code: SRASUP3 (general), SRARSUP3 (reuse)



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 3 Diploma for Sustainable Recycling Activities (Supervisory).

- The units you need to achieve to complete your qualification.
- Information about your responsibilities as a learner.
- 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?

Develop the skills required to work in accordance with recycling industry requirements. Achievement of the qualification demonstrates competence by the learner to operate appropriately whilst undertaking team leader or supervisory roles.

Who is it for?

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

This qualification is open entry. This means that learners interested in undertaking the WAMITAB Level 3 Diploma for Sustainable Recycling Activities (Supervisory) do not require any other qualifications or levels of attainment in order to take this qualification.

What job role could this qualification lead to or support?

The WAMITAB Level 3 Diploma for Sustainable Recycling Activities (Supervisory) is a flexible qualification designed to confirm occupational competence for specific job roles in the industry or within a particular organisation – these job roles include:

- Refuse collection supervisor
- Charity shop supervisor
- Transfer station supervisor
- Household waste recycling centre
- Sustainability officer supervisor

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

What do I need to achieve?

To achieve this qualification, you must complete all the mandatory units and then you must choose either the General Pathway or the Reuse Pathway.

Mandatory Units

- Promote sustainability and environmental good practice in the recycling industry (RA2.2)
- Develop personal performance (RA2.3)
- Conduct a health and safety risk assessment of the workplace (HSS6)
- Set objectives and provide support for team members (MSCB5)
- Plan, allocate and monitor work of a team (MSCD5)
- Develop and implement a risk assessment plan in own area of responsibility (MSCE6)

General Pathway

General Option Group A

Learners who choose the General Pathway must achieve two units from this group.

- Monitor and maintain the security of recycling facilities (RA348)
- Contribute to the generation and retention of recycling business (RA346)
- Plan and maintain transport operations for recycling activities (RA347)
- Control maintenance and other engineering operations for recycling activities (RA3424)
- Monitor and control the efficient resources for the processing or storage of recyclables and other materials (RA345)
- Manage the collection of recyclables and other materials (RA3418)
- Control activities for the processing and storage of recyclables and other materials (RA3432)

General Option Group B

Learners who choose the General Pathway must achieve one unit from this group.

- Recruit staff in own area of responsibility (MSCD3a)
- Support learning and development within own area of responsibility (MSCD7)
- Organise the promotion of additional services or products to customers (ICSA15)
- Build and maintain effective customer relations (ICSB15)

Reuse Pathway

Learners who choose the reuse pathway must complete the six mandatory units (A above) and at least one unit from Reuse Group B and one unit from reuse Group C, then a further two units from either optional group. However, if a learner chooses unit RA3418 or RA3424 then they are only required to do

one unit. If a learner chooses unit RA348, combined with any of the following units, then they will need to complete three units from either optional group: MSCD3a, OCR7 or E.21.

Reuse Option Group A

- Monitor and maintain the security of recycling facilities (RA348)
- Contribute to the generation and retention of recycling business (RA346)
- Control maintenance and other engineering operations for recycling activities (RA3424)
- Manage the collection of recyclables and other materials (RA3418)
- Control activities for the processing and storage of recyclables and other materials (RA3432)
- Recruit staff in own area of responsibility (MSCD3a)
- Support learning and development within own area of responsibility (MSCD7)

Reuse Option Group B

- Audit stock levels and stock inventories in a retail environment (B.15)
- Monitor and solve customer service problems (ICSC5)
- Organise and monitor the storage of stock in a retail environment (B.38)
- Maintain the availability of goods on display in a retail environment to promote sales (C.13)
- Organise the delivery of reliable customer service (ICSB10)
- Monitor and support payment point use during trading hours (E.21)
- Supervise the receipt, storage and dispatch of goods (OCR6)
- Sort goods and materials for recycling or disposal in logistics operations (OCR7)

This qualification provides the ‘technical component’ for the Level 3 Advanced Sustainable Waste Management Apprenticeship. The structure of the qualification has been designed to enable complete flexibility across the sustainable waste management occupational foot-print.

What is a unit?

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

- Learning outcomes: describe what tasks you will be able to do as a result of learning
- Assessment criteria: describe what activities you will need to do and what you must know to complete each task.

What is an approved WAMITAB Centre?

You will gain your Diploma through an approved WAMITAB Centre. It may be your place of work, a local college or training provider. Assessment of your Diploma will be carried out at your place of work and the centre is responsible for the administration. Centre staff will therefore:

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- Register you with WAMITAB
 - Provide a learner registration number
 - Apply for your certificate when you have completed your qualification or units
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How long will it take?

You have two years to complete your qualification from date of registration, but your centre may have some requirements that they will explain to you.

Who will help me achieve my qualification?

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

Your Assessor

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

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

Internal Quality Assurer

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

External Quality Assurer

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

What are my responsibilities as a learner?

As a learner 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.

What are the evidence requirements for this qualification?

The primary sources of evidence for this qualification area:

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

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

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

Useful Words

Approved Centre

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

Assessment Criteria

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

Assessor

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

Competence

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

Evidence

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

External Quality Assurer

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

Internal Quality Assurer

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

Learner

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

Learning Outcome

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

Portfolio

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

Unit – Mandatory and Optional

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

Vocational

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

WAMITAB

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

Unit Terms

Analyse

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

Apply

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

Compare

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

Critically Compare

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

Demonstrate

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

Describe

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

Determine

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

Develop

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

Differentiate/ Distinguish

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

Evaluate/Justify

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

Explain

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

Identify

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

Implement

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

List

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

Manage

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

Recognise

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

Mandatory Units

RA2.2 Promote sustainability and environmental good practice in the recycling industry

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Work in line with environmental practices	1.1 Select and use equipment and materials that will minimise environmental impact.			
	1.2 Make sure work is carried out in accordance with organisational procedures and practices.			
	1.3 Recognise any environmental impact and take action.			
	1.4 Identify improvements to procedures and practices in terms of environmental good practice and take action within own area of responsibility.			
	1.5 Work with recyclables and other materials safely and according to organisational procedures and practices.			
	1.6 Report environmental incidents promptly and accurately and in accordance with organisational procedures and practices.			
2. Use and communicate data and information	2.1 Report pollution incidents to the correct people.			
	2.2 Refer matters outside responsibility to the correct person.			
	2.3 Keep accurate, legible, complete and up to date records on routine and non-routine matters.			
3. Resolve environmental problems that occur	3.1 Handle pollution incidents in accordance with organisational procedures and practices.			
	3.2 Resolve unsound environmental behaviour in accordance with your responsibilities and workplace procedures.			
	3.3 Resolve day-to-day problems within your area of responsibility.			
4. Work in a manner which underpins effective performance	4.1 Demonstrate vigilance to potential risks and hazards.			
	4.2 Demonstrate being open to new ways of working.			
5. Understand the regulation procedures and requirements for recycling	5.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	5.2 Explain the safe procedures for handling hazardous materials.			
	5.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			

	5.4 Describe the organisational accident and incident recording and reporting procedures.			
6. Understand environmental good practice	6.1 State the methods for minimising environmental impact during work, including the storage of waste and how to recognise and resolve pollution incidents			
	6.2 Describe the suitable choice of materials and equipment given the nature of the work activity, and its potential impact on the environment			
	6.3 Explain the ways in which tools and materials should be used in order to minimise environmental impact			
	6.4 Describe the organisational and legislative requirements in terms of minimising environmental impact			
	6.5 State the types of damage that may occur, the impact this can have on the environment, and the corrective actions to be taken			
	6.6 Explain how to recognise major incidents and the importance of prompt, accurate reporting			
	6.7 Describe the limits of your own capabilities with regard to pollution incidents.			

RA2.3 Develop personal performance

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Develop, implement and review personal performance plan	1.1 Agree personal performance plan.			
	1.2 Seek advice if clarification is required concerning specific tasks.			
	1.3 Agree development needs and methods of meeting these needs.			
	1.4 Develop personal performance according to own needs in accordance with organisational procedures and practices.			
	1.5 Review own personal performance with the correct person.			
2. Resolve problems that could affect personal performance	2.1 Resolve routine matters within own area of responsibility.			
	2.2 Refer matters outside own area of responsibility.			
3. Work in a manner which underpins effective performance	3.1 Demonstrate vigilance to potential risks and hazards.			
	3.2 Demonstrate being receptive to new ways of working.			
4. Understand the regulation procedures and requirements for recycling	4.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	4.2 Explain the safe procedures for handling hazardous materials.			
	4.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	4.4 Describe the organisational accident and incident recording and reporting procedures.			
5. Know how to improve personal performance	5.1 Describe the tasks and activities in own area of responsibility.			
	5.2 State the limits of own responsibility in relations to specific tasks and activities.			
	5.3 State from whom to seek advice in relation to specific tasks and activities.			
	5.4 Explain the correct procedures for obtaining advice.			
	5.5 Explain the risks involved in not obtaining advice where there is uncertainty about specific tasks and activities.			

	5.6 Describe how to determine and agree development needs and personal targets.			
	5.7 State the reasons why personal performance should be reviewed.			

HSS6 Conduct a health and safety risk assessment of the workplace

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for a workplace risk assessment.	1.1 Evaluate the workplace to decide areas for risk assessment.			
	1.2 Select the method of hazard identification appropriate to the workplace being assessed and in line with legal requirements.			
	1.3 List the hazards in a way which meets legal, good practice and workplace requirements.			
	1.4 Recognise own limitations and seek expert advice and guidance on operational controls when appropriate.			
2. Be able to identify hazards in the workplace.	2.1 Make sure your hazard investigation fully identifies those areas in the workplace where hazards with a potential for serious harm to health and safety are most likely to occur with impact on: a) people in the workplace and b) other people.			
3. Be able to conduct a risk assessment of the workplace.	3.1 Carry out risk assessment of the hazards identified using appropriate documentation.			
	3.2 Assess the level of risk and how risks can be controlled to minimise harm.			
	3.3 Assess the level of risk, identifying those that could not be eliminated.			
	3.4 Identify and prioritise hazards which could result in serious harm to people at work and other people.			
	3.5 Identify control measures and implement and record them, include actions with expected completion dates.			
	3.6 Identify changes to policies and practices resulting from the risk assessment.			
	3.7 Deliver findings of the risk assessment with actions identified.			
4. Be able to review risk assessment.	4.1 Instigate a review that compares the latest risk assessment to current workplace and working practices and identify any significant differences between previous and new working practices.			

	<p>4.2 Plan action to be taken resulting from your findings and:</p> <p>a) identify new hazards arising from change.</p> <p>b) make changes to the risk assessment to include them.</p> <p>c) promptly inform everyone affected by the changes.</p>			
5. Know the employers responsibility for risk assessments as required by current legislation.	<p>5.1 Explain own responsibilities for health and safety as defined by current legislation and:</p> <p>a) specific legislation covering your job role.</p> <p>b) particular health and safety risks which may affect your job role and precautions required.</p>			
	<p>5.2 Describe how to identify resources for the risk assessment to take place and:</p> <p>a) how and where to find expert advice and guidance.</p> <p>b) the work areas and people for whom you are carrying out the risk assessment.</p> <p>c) the work activities of the people in the workplace where you are carrying out the risk assessment.</p>			
	<p>5.3 Describe the purpose, legal implications and importance of carrying out risk assessments and:</p> <p>a) the methods of identifying hazards including direct observation, examining records and conducting interviews.</p> <p>b) the workplace hazards most likely to cause harm.</p> <p>c) the importance of remaining alert to the presence of hazards in the workplace.</p> <p>d) the importance of dealing with or promptly reporting risks.</p>			
	5.4 Apply effective communication methods.			

MSCB5 Set objectives and provide support for team members

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

MSCD5 Plan, allocate and monitor work of a team

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

MSCE6 Develop and implement a risk assessment plan in own area of responsibility

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the legal requirements and personal responsibilities for health and safety within an organisation.	1.1 State the legal requirements that apply to own role in relation to health and safety.			
	1.2 Consult with specialist advisor(s) on health and safety policy and procedures.			
	1.3 Explain an organisation's health and safety responsibilities.			
	1.4 Describe health and safety responsibilities in own area of responsibility.			
2. Be able to promote the importance of health and safety practices.	2.1 Communicate an organisation's written health and safety policy to individuals within own area of responsibility.			
	2.2 Allocate sufficient resources to deal with health and safety issues in own area of responsibility.			
3. Be able to ensure that hazards and risks are identified and managed in own area of responsibility.	3.1 Consult with colleagues on health and safety hazards and risks in own area of responsibility.			
	3.2 Assess health and safety hazards and risks in own area of responsibility.			
	3.3 Identify hazards and risks that require action to be taken to ensure compliance with legal and organisational requirements.			
	3.4 Develop and implement a plan in own area of responsibility.			
4. Be able to monitor and review health and safety performance and policy in own area of responsibility.	4.1 Establish procedures that monitor health and safety performance in own area of responsibility.			
	4.2 Review the health and safety performance of own area of responsibility.			
	4.3 Review the health and safety policy in own area of responsibility.			

General Pathway: Optional Units A

RA348 Monitor and maintain security of recycling facilities

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to monitor and maintain security on recycling facilities	1.1 Contribute to the development of procedures to monitor and maintain the security of facilities.			
	1.2 Make sure that correct entering and leaving practices are followed in accordance with organisational procedures.			
	1.3 Report suspicious occurrences immediately.			
	1.4 Identify potential breaches of security and report them immediately.			
	1.5 Act on breaches of security in accordance with organisational procedures within the limit of own authority.			
	1.6 Make sure that recyclables and other materials and equipment used for work are safely and securely stored.			
	1.7 Make sure that equipment not stored in a secure place is immobilised.			
	1.8 Make sure that records of consumable resource use are up to date and promptly report excesses or shortages.			
2. Use and communicate data and information	2.1 Maintain effective communication.			
	2.2 Collect data to monitor and evaluate transport movements to improve operational efficiency.			
	2.3 Report environmental incidents promptly and accurately in accordance with approved procedures and practices.			
3. Resolve problems that could affect the security of the facility	3.1 Maintain confidentiality.			
	3.2 Resolve routine problems within the responsibility of the job role.			
	3.3 Refer problems and conditions outside the responsibility of the job role to the correct personnel using organisational procedures.			
4. Work in a manner which underpins effective performance	4.1 Demonstrate vigilance to potential risks and hazards.			
	4.2 Demonstrate encouragement and support to others.			
5. Understand the regulation procedures and requirements for	5.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	5.2 Explain the safe procedures for handling hazardous materials.			

recycling	5.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	5.4 Describe organisational accident and incident recording and reporting procedures.			
6. Know how to monitor and maintain the security of facilities for the processing or storage of recyclable materials	6.1 Explain how to recognise suspicious occurrences and who to inform.			
	6.2 Explain how to recognise breaches of security and who to inform.			
	6.3 State the limits of own role and responsibilities in relation to suspicious occurrences and breaches of security.			
	6.4 State the entering and leaving procedures for facility.			
	6.5 Explain what information about the organisation is confidential.			
	6.6 Explain how to immobilise vehicles, machinery and equipment.			
	6.7 Describe the procedures for obtaining equipment and materials.			
	6.8 Describe the formal recording of use of equipment and materials.			
	6.9 Describe the location and security of keys of vehicles and plant.			
	6.10 Explain the procedure for reporting excesses and shortages of consumables.			

RA346 Contribute to the generation and retention of recycling business

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Recognise opportunities to generate customer interest	1.1 Establish the needs of the customers by using a range of personal and desk-based assessments and analysis.			
	1.2 Maintain accurate and up-to-date information on the organisation's products and services and communicate this effectively to customers and others within the organisation.			
	1.3 Act upon opportunities in order to generate customer interest.			
2. Promote recycling services provided by the organisation	2.1 Communicate the features and advantages of the services which are available.			
	2.2 Develop both formal and informal proposals to meet customer needs and present them to the relevant people for agreement.			
	2.3 Record the customer information and agreed proposals.			
3. Use and communicate data and information	3.1 Encourage customers to give feedback on the recycling activities provided.			
	3.2 Respond positively and constructively to customer feedback.			
	3.3 Evaluate feedback for its importance to and impact on activities.			
	3.4 Communicate feedback accurately and promptly to the correct people.			
	3.5 Take steps for action by referring opportunities to managers or colleagues.			
	3.6 Propose amendments to services which are likely to lead to repeat or new business.			
4. Resolve problems that could affect the generation and retention of recycling business	4.1 Resolve routine problems within the responsibility of the job role.			
	4.2 Refer problems and conditions outside the responsibility of the job role to the correct personnel using approved procedures.			
	4.3 Report to the correct personnel any situations that require additional intervention.			
5. Work in a manner which underpins effective performance	5.1 Demonstrate vigilance to potential risks and hazards.			
	5.2 Demonstrate encouragement and support to others.			
6. Understand the regulation procedures	6.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			

and requirements for recycling	6.2 Explain the safe procedures for handling hazardous materials.			
	6.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	6.4 Describe organisational accident and incident recording and reporting procedures.			
7. Understand the generation and retention of recycling services	7.1 Describe the importance of identifying customer needs.			
	7.2 Explain how to identify and agree customer needs in order to develop proposals.			
	7.3 Explain how to negotiate with, and influence customers.			
	7.4 Describe the difference between internal and external customers.			
	7.5 Describe the activities available and their features and benefits.			
	7.6 Explain how to communicate effectively.			
	7.7 Explain how to encourage customers to provide feedback.			
	7.8 Explain how to listen effectively.			
	7.9 Describe the importance of customer feedback.			

RA347 Plan and maintain transport operations for recycling activities

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to plan and maintain transport operations	1.1 Assess and quantify the loads to be moved and ensure that the resources are available.			
	1.2 Organise loads and routes to make optimum use of resources.			
	1.3 Confirm routes and operating schedules with recipients and colleagues.			
	1.4 Use previous experience and data to help the planning process.			
	1.5 Take account of external constraints.			
	1.6 Take into account organisational constraints.			
	1.7 Check plans to make sure they comply with organisational requirements.			
	1.8 Resolve any problems which may arise during the transport operations and prepare contingency plans.			
	1.9 Prepare all documents which are specified as necessary by the organisation.			
	1.10 Resolve problems which arise in transit.			
	1.11 Make sure work activities meet legal, organisational, and recipients' requirements.			
2. Use and communicate data and information	2.1 Maintain effective communication, collect data to monitor and evaluate transport movements to improve operational efficiency.			
	2.2 Report environmental incidents promptly and accurately in accordance with approved procedures and practices.			
	2.3 Report promptly, to the appropriate people, unsound environmental practices.			
	2.4 Maintain records and data accordingly to meet organisational and legal requirements.			
3. Resolve problems that could affect transport operations	3.1 Resolve routine problems within the responsibility of the job role.			
	3.2 Refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures.			
	3.3 Report to the correct personnel any situations that require additional intervention.			
	3.4 Report pollution incidents to correct people.			

4. Work in a manner which underpins effective performance	4.1 Demonstrate vigilance to potential risks and hazards.			
	4.2 Demonstrate encouragement and support to others.			
5. Understand the regulation procedures and requirements for recycling	5.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	5.2 Explain the safe procedures for handling hazardous materials.			
	5.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	5.4 Describe organisational accident and incident recording and reporting procedures.			
6. Understand transport operations for recycling activities	6.1 Describe the legislative requirements in relation to the movement of recyclable materials.			
	6.2 Describe the legislative and organisational requirement regarding agreements and contracts.			
	6.3 Describe the importance of effective planning in the movement of recyclables and other materials.			
	6.4 Explain how to plan to meet the organisation's objectives.			
	6.5 Explain how to identify and resolve problems.			
	6.6 Explain how to communicate effectively.			
	6.7 Describe the types of information needed to evaluate transport efficiency.			
	6.8 Explain different means of gathering information.			
	6.9 Explain how to monitor the transport plan effectively.			

RA3424 Control maintenance and other engineering operations for recycling activities

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to control maintenance and other engineering operations for recycling activities	1.1 Confirm the maintenance activities that are required to achieve requirements and use the data to draw up the most suitable programme.			
	1.2 Schedule the time and resources available for undertaking the maintenance activities identified.			
	1.3 Produce maintenance schedules capable of meeting all relevant requirements and comply with legislation.			
	1.4 Plan own schedules to meet the requirements of external bodies and equipment manufacturers.			
	1.5 Produce contingency plans which take account of potential difficulties.			
	1.6 Specify and record the maintenance schedule in accordance with organisational procedures.			
	1.7 Implement procedures for test certificates and operator certificates to keep up-to-date.			
	1.8 Ensure those responsible for maintenance and other engineering activities will have the necessary resources available to carry out work to the required standard.			
2. Use and communicate data and information	2.1 Communicate the maintenance schedules to the people involved in implementing them and to others who would be affected by them.			
	2.2 Provide clear and accurate instructions to those responsible for maintenance and other engineering activities and check understanding of requirements.			
	2.3 Review the frequency, nature and causes of breakdowns regularly and use the information to resolve the problems and prevent failures.			
	2.4 Follow organisational procedures for communicating information to other people.			
	2.5 Maintain records in accordance with organisational requirements.			
	2.6 Check with correct personnel any circumstance where information appears to be incorrect.			

3. Resolve problems that could affect maintenance and other operation	3.1 Resolve routine problems within the responsibility of the job role.			
	3.2 Refer problems and conditions outside the responsibility of the job role to the correct personnel using organisational procedures.			
	3.3 Report to the correct personnel any situations that require additional intervention.			
4. Work in a manner which underpins effective performance	4.1 Demonstrate vigilance to potential risks and hazards.			
	4.2 Demonstrate encouragement and support for others.			
5. Understand the regulation procedures and requirements for recycling	5.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	5.2 Explain the safe procedures for handling hazardous materials.			
	5.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	5.4 Describe organisational accident and incident recording and reporting procedures.			
6. Know how to control maintenance and other engineering operations	6.1 Describe the legislation applicable to maintenance and other engineering activities.			
	6.2 Describe the maintenance activities required for the plant, systems, equipment, vehicles, buildings and structures for own area of responsibility.			
	6.3 Describe the requirements for statutory testing of equipment and operator certificates.			
	6.4 Describe the time and resources needed for the required maintenance activities.			
	6.5 Describe the factors to be taken into account when scheduling maintenance activities, including any insurance company requirements.			
	6.6 Explain what difficulties might occur when implementing maintenance activities and what should be included in contingency plans.			
	6.7 Describe the importance of checking people's understanding of instructions.			
	6.8 Describe the technical skills needed for the maintenance and engineering activities carried out on own site, how to check that the people involved have the required skills and what to do in response to a perceived skills deficit.			

	6.9 Explain the system for allocating contracts and permits to work and own role and responsibility in relation to these.			
	6.10 Describe the terms and conditions of contracts for own area of responsibility, including any insurance policy conditions regarding contract work.			
	6.11 Explain the quality assurance systems that are being used for the maintenance and other engineering activities.			
	6.12 Describe the organisational procedures and legal requirements for environmental protection and safe working practices.			
	6.13 Describe the importance of enforcing procedures for quality, safety and environmental protection and the actions to take in response to deviations from these.			
	6.14 Describe the organisational or site procedures and requirements for reporting faults and initiating repairs.			
	6.15 Describe the factors that increase the likelihood of breakdowns and action to take to prevent or reduce these, including the relationship between breakdowns and planned maintenance.			
	6.16 Describe the organisational procedures for implementation, control and completion of contracts.			
	6.17 Describe the recording systems used for maintenance schedules and records, permits to work and other contract information.			
	6.18 Describe the safe handling procedures.			

RA345 Monitor and control the efficient resources for the processing or storage of recyclables and other materials

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Recommend the resources needed by the team to meet agreed objectives	1.1 Prepare recommendations for the short and medium term and which take account of developments likely to affect the use of resources.			
	1.2 Make sure resource recommendations are consistent with team and organisational objectives.			
	1.3 Make sure resource recommendations indicate the potential benefits expected from the planned use of resources.			
	1.4 Give other people the opportunity to contribute information on the resources the team needs.			
	1.5 Present recommendations clearly and concisely to team members and other colleagues or managers according to organisational procedures.			
2. Monitor and control the use of resources	2.1 Give team members opportunities to take individual responsibility for the efficient use of resources.			
	2.2 Monitor resource use for quality, efficiency and potential impact on the environment.			
	2.3 Monitor resources to maintain consistency in product and service delivery.			
	2.4 Make recommendations to improve the use of resources.			
	2.5 Make sure records relating to the use of resources are complete, accurate, and available to the correct people only.			
3. Resolve problems arising from resource issues	3.1 Modify the use of resources or alter activities when and where problems arise.			
	3.2 Renegotiate the allocation of resources to maintain continuing efficient usage.			
4. Use and communicate data and information	4.1 Report environmental incidents promptly and accurately in accordance with procedures and practices.			
	4.2 Report promptly, to the correct people, unsound environmental practices.			
	4.3 Follow organisational procedures for communicating information to other people.			
	4.4 Maintain records in accordance with organisational requirements.			

	4.5 Check with correct personnel any circumstance where information appears to be incorrect.			
5. Work in a manner which underpins effective performance	5.1 Demonstrate vigilance to potential risks and hazards.			
	5.2 Demonstrate encouragement and support to others.			
6. Understand the regulation procedures and requirements for recycling	6.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	6.2 Explain the safe procedures for handling hazardous materials.			
	6.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	6.4 Describe organisational accident and incident recording and reporting procedures.			
7. Know how to use resources effectively	7.1 Explain how to analyse the use of resources in the past, and use the results to make recommendations on more effective use of resources in the future.			
	7.2 Explain how to communicate effectively with team members and other colleagues and line managers on resource management.			
	7.3 Explain how to develop and argue an effective case for changes in the management of resources.			
	7.4 Explain how to enable people to identify and communicate the resources they need.			
	7.5 Describe the team and organisation objectives regarding the use of resources.			
	7.6 Describe the procedures for making recommendations on the use of resources.			
	7.7 Explain the trends and developments which may influence the future use of resources and how to plan for these.			
	7.8 Describe the importance to the team of effective management of resources.			
	7.9 Describe the principles underpinning the effective and efficient management of resources.			
	7.10 Explain the importance of keeping accurate records.			

	7.11 Explain how to encourage others to take responsibility for the control of resources in their own area of work.			
	7.12 Describe the problems which may occur with resources and how they can be dealt with.			
	7.13 Explain how to monitor and control the use of resources to maximise efficiency, whilst maintaining the quality of the products and services.			

RA3418 Manage the collection of recyclables and other materials

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Implement procedures to monitor the quantity and quality of materials collected.	1.1 Implement procedures to monitor the quantity and quality of materials collected.			
	1.2 Make sure organisational procedures for rejecting recyclables and other materials remain effective.			
	1.3 Make sure recyclables and other materials requiring specific handling are dealt with correctly.			
	1.4 Revise procedures where monitoring data indicates changes or improvements are required.			
	1.5 Monitor the completion and accuracy of documentation relating to the collection process.			
	1.6 Make sure management of records meet organisational and legislative requirements.			
2. Control situations that could have a negative impact on the environment	2.1 Make sure systems and procedures are in place and working effectively for operatives to be able to identify potential or actual environmental impacts.			
3. Use and communicate data and information	3.1 Report environmental incidents promptly and accurately in accordance with approved procedures and practices.			
	3.2 Report promptly, to the correct people, unsound environmental practices.			
	3.3 Follow operational and organisational procedures for communicating information to other people.			
	3.4 Maintain records in accordance with operational and organisational requirements.			
	3.5 Check with correct personnel any circumstance where information appears to be incorrect.			
4. Resolve problems	4.1 Resolve routine problems within the responsibility of the job role.			

that could affect the collection of recyclables and other materials	4.2 Refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures.			
	4.3 Report to the correct personnel any situations that require additional intervention.			
5. Work in a manner which underpins effective performance	5.1 Demonstrate vigilance to potential risks and hazards.			
	5.2 Demonstrate encouragement and support to others.			
6. Understand the regulation procedures and requirements for recycling	6.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	6.2 Explain the safe procedures for handling hazardous materials.			
	6.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	6.4 Describe organisational accident and incident recording and reporting procedures.			
7. Know how to manage the collection of recyclables and other materials	7.1 Explain how to apply the legislation that applies to recycling and other materials.			
	7.2 Explain the identification procedures for recyclables and other materials.			
	7.3 Describe the implications of handling recyclables and other materials.			
	7.4 State the emergency procedures.			
	7.5 Describe ways of communicating with personnel.			

RA3432 Control activities for the processing and storage of recyclables and other materials

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Monitor work carried out at the recycling processing or storage site	1.1 Monitor work activities and methods and ensure they are carried out in accordance with organisational procedures and practices.			
	1.2 Establish a programme of work to achieve the standards required for processing or storage operations.			
	1.3 Follow organisational procedures to identify hazards and risks to safety, health and the environment are minimised.			
	1.4 Make sure resources are available and operational to carry out work activities.			
2. Control work practices and make sure they are understood and followed	2.1 Communicate programmes of work and operational instructions to all staff.			
	2.2 Make sure personnel comply with site operational procedures.			
	2.3 Make sure that personnel comply with systems of work.			
3. Use and communicate data and information	3.1 Follow operational and organisational procedures for communicating information to other people.			
	3.2 Maintain records in accordance with operational and organisational requirements.			
	3.3 Inform correct personnel of any circumstance where information is incorrect.			
4. Resolve problems that could affect the sorting and storage of recyclable materials	4.1 Resolve day-to-day problems within the responsibility of the job role.			
	4.2 Refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures.			
	4.3 Report to the appropriate personnel any situations that require additional intervention.			

5. Work in a manner which underpins effective performance	5.1 Show vigilance to potential risks and hazards.			
	5.2 Demonstrate the use of different leadership styles in response to individual circumstances.			
6. Understand the regulation procedures and requirements for recycling	6.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	6.2 Explain the safe procedures for handling hazardous materials.			
	6.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	6.4 Describe organisational accident and incident recording and reporting procedures.			
7. Know how to control operations for the processing or storage of recyclables and other materials	7.1 Describe the legislation, regulations and Codes of Practice applicable to safety, health and environment.			
	7.2 Describe the sorts of processing/storage processes suitable for the recyclables and other materials received on site and the use and limitations of these.			
	7.3 Describe the handling implications of the recyclables and other materials processed/stored on site.			
	7.4 Describe the risks to safety, health and the environment arising from the treatment of recyclables and other materials and the procedures required to minimise and manage risk.			
	7.5 Explain how to communicate operational instructions orally and in writing.			
	7.6 Describe the importance of checking people's understanding of operational instructions and how to do this.			
	7.7 Describe the technical skills needed for the processing/storage operations carried out on site.			

General Pathway: Optional Units B

MSCD3a Recruit staff in own area of responsibility

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

MSCD7 Support learning and development within own area of responsibility

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

ICSA15 Organise the promotion of additional services or products to customers

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Offer additional services or products	1.1 offer additional services or products to customers			
	1.2 identify the benefits of offering additional services or products for customers and the organisation			
	1.3 explain the features and benefits of additional services or products to customers			
	1.4 identify ways of encouraging customers to ask about additional services or products			
2. Organise support to promote use of additional services or products	2.1 discuss with others ways of promoting additional services or products to customers			
	2.2 implement procedures to ensure that customers interested in additional services or products are dealt with promptly			
	2.3 promote services or products which will suit customers but which are supplied from outside their own area of the organisation			
	2.4 help customers to access services or products which are supplied outside of their own area of the organisation			
3. Monitor the promotion of additional services or products	3.1 devise methods to inform customers about additional services or products			
	3.2 use different methods to inform customers about additional services and products and record successes and failures against each method			
	3.3 use their record of successes and failures to identify the best approach for offering additional services or products			
	3.4 share information with others regarding the best approach to take when offering additional services or products to customers			
4. Understand how to organise and promote	4.1 describe their organisation's procedures and systems for encouraging the use of additional services or products			

services or products to customers	4.2 explain how the use of additional services or products will benefit their customers			
	4.3 describe the main factors that influence customers to use their services or products			
	4.4 explain how to introduce additional services or products to customers outlining their benefits, overcoming reservations and agreeing to provide the additional services or products			
	4.5 describe how to give appropriate, balanced information to customers about services or products			

ICSB15 Build and maintain effective customer relations

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Establish effective customer relations	1.1 identify the types of customers with whom they should build longer term customer relations and promote loyalty			
	1.2 communicate with these customers so that they know they are important to the organisation			
	1.3 explain their role, the purpose of making contact and the mutual benefits of building a longer term relationship			
	1.4 make it clear that they welcome two-way communication about customer expectations			
2. Maintain and develop effective customer relations	2.1 keep customers informed and accept criticism from customers openly and constructively			
	2.2 regularly assess whether customer expectations are being consistently met			
	2.3 use their influence and authority in their own organisation to ensure that customer needs are being met and, where possible, exceeded			
	2.4 collect feedback from customers and staff to ensure that solutions are being provided that result in customer satisfaction			
	2.5 analyse customer relations and propose changes that will develop longer term loyalty to people with authority in their organisation			
3. Understand how to build and maintain customer relations	3.1 identify and prioritise types of customers with whom they should be building a longer term relationship			
	3.2 describe the most appropriate method of establishing relationships with customers targeted for longer term relationships			
	3.3 explain the importance of effective communication skills when dealing with customers			
	3.4 explain how to explore and agree with customers the mutual benefits of maintaining and developing a longer term relationship			
	3.5 explain how to communicate with customers, especially when they are dissatisfied with products and services			

	3.6 explain how to negotiate with customers in a way that balances customer expectations with the expectations of their own organisation			
	3.7 describe the types of compromises that would be acceptable to their organisation when meeting customer expectations			
	3.8 explain how to use their influence and authority in their organisation to meet or exceed customer expectations			
	3.9 describe methods of monitoring customer satisfaction appropriate to their level of authority in the organisation			

Reuse Pathway: Optional Units A

RA348 Monitor and maintain security of recycling facilities

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to monitor and maintain security on recycling facilities	1.1 Contribute to the development of procedures to monitor and maintain the security of facilities.			
	1.2 Make sure that correct entering and leaving practices are followed in accordance with organisational procedures.			
	1.3 Report suspicious occurrences immediately.			
	1.4 Identify potential breaches of security and report them immediately.			
	1.5 Act on breaches of security in accordance with organisational procedures within the limit of own authority.			
	1.6 Make sure that recyclables and other materials and equipment used for work are safely and securely stored.			
	1.7 Make sure that equipment not stored in a secure place is immobilised.			
	1.8 Make sure that records of consumable resource use are up to date and promptly report excesses or shortages.			
2. Use and communicate data and information	2.1 Maintain effective communication.			
	2.2 Collect data to monitor and evaluate transport movements to improve operational efficiency.			
	2.3 Report environmental incidents promptly and accurately in accordance with approved procedures and practices.			
3. Resolve problems that could affect the security of the facility	3.1 Maintain confidentiality.			
	3.2 Resolve routine problems within the responsibility of the job role.			
	3.3 Refer problems and conditions outside the responsibility of the job role to the correct personnel using organisational procedures.			
4. Work in a manner which underpins effective performance	4.1 Demonstrate vigilance to potential risks and hazards.			
	4.2 Demonstrate encouragement and support to others.			

5. Understand the regulation procedures and requirements for recycling	5.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	5.2 Explain the safe procedures for handling hazardous materials.			
	5.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	5.4 Describe organisational accident and incident recording and reporting procedures.			
6. Know how to monitor and maintain the security of facilities for the processing or storage of recyclable materials	6.1 Explain how to recognise suspicious occurrences and who to inform.			
	6.2 Explain how to recognise breaches of security and who to inform.			
	6.3 State the limits of own role and responsibilities in relation to suspicious occurrences and breaches of security.			
	6.4 State the entering and leaving procedures for facility.			
	6.5 Explain what information about the organisation is confidential.			
	6.6 Explain how to immobilise vehicles, machinery and equipment.			
	6.7 Describe the procedures for obtaining equipment and materials.			
	6.8 Describe the formal recording of use of equipment and materials.			
	6.9 Describe the location and security of keys of vehicles and plant.			
	6.10 Explain the procedure for reporting excesses and shortages of consumables.			

RA346 Contribute to the generation and retention of recycling business

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Recognise opportunities to generate customer interest	1.1 Establish the needs of the customers by using a range of personal and desk-based assessments and analysis.			
	1.2 Maintain accurate and up-to-date information on the organisation's products and services and communicate this effectively to customers and others within the organisation.			
	1.3 Act upon opportunities in order to generate customer interest.			
2. Promote recycling services provided by the organisation	2.1 Communicate the features and advantages of the services which are available.			
	2.2 Develop both formal and informal proposals to meet customer needs and present them to the relevant people for agreement.			
	2.3 Record the customer information and agreed proposals.			
3. Use and communicate data and information	3.1 Encourage customers to give feedback on the recycling activities provided.			
	3.2 Respond positively and constructively to customer feedback.			
	3.3 Evaluate feedback for its importance to and impact on activities.			
	3.4 Communicate feedback accurately and promptly to the correct people.			
	3.5 Take steps for action by referring opportunities to managers or colleagues.			
	3.6 Propose amendments to services which are likely to lead to repeat or new business.			
4. Resolve problems that could affect the generation and retention of recycling business	4.1 Resolve routine problems within the responsibility of the job role.			
	4.2 Refer problems and conditions outside the responsibility of the job role to the correct personnel using approved procedures.			
	4.3 Report to the correct personnel any situations that require additional intervention.			
5. Work in a manner which underpins effective performance	5.1 Demonstrate vigilance to potential risks and hazards.			
	5.2 Demonstrate encouragement and support to others.			
6. Understand the regulation procedures	6.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			

and requirements for recycling	6.2 Explain the safe procedures for handling hazardous materials.			
	6.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	6.4 Describe organisational accident and incident recording and reporting procedures.			
7. Understand the generation and retention of recycling services	7.1 Describe the importance of identifying customer needs.			
	7.2 Explain how to identify and agree customer needs in order to develop proposals.			
	7.3 Explain how to negotiate with, and influence customers.			
	7.4 Describe the difference between internal and external customers.			
	7.5 Describe the activities available and their features and benefits.			
	7.6 Explain how to communicate effectively.			
	7.7 Explain how to encourage customers to provide feedback.			
	7.8 Explain how to listen effectively.			
	7.9 Describe the importance of customer feedback.			

RA3424 Control maintenance and other engineering operations for recycling activities

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to control maintenance and other engineering operations for recycling activities	1.1 Confirm the maintenance activities that are required to achieve requirements and use the data to draw up the most suitable programme.			
	1.2 Schedule the time and resources available for undertaking the maintenance activities identified.			
	1.3 Produce maintenance schedules capable of meeting all relevant requirements and comply with legislation.			
	1.4 Plan own schedules to meet the requirements of external bodies and equipment manufacturers.			
	1.5 Produce contingency plans which take account of potential difficulties.			
	1.6 Specify and record the maintenance schedule in accordance with organisational procedures.			
	1.7 Implement procedures for test certificates and operator certificates to keep up-to-date.			
	1.8 Ensure those responsible for maintenance and other engineering activities will have the necessary resources available to carry out work to the required standard.			
2. Use and communicate data and information	2.1 Communicate the maintenance schedules to the people involved in implementing them and to others who would be affected by them.			
	2.2 Provide clear and accurate instructions to those responsible for maintenance and other engineering activities and check understanding of requirements.			
	2.3 Review the frequency, nature and causes of breakdowns regularly and use the information to resolve the problems and prevent failures.			
	2.4 Follow organisational procedures for communicating information to other people.			
	2.5 Maintain records in accordance with organisational requirements.			
	2.6 Check with correct personnel any circumstance where information appears to be incorrect.			

3. Resolve problems that could affect maintenance and other operation	3.1 Resolve routine problems within the responsibility of the job role.			
	3.2 Refer problems and conditions outside the responsibility of the job role to the correct personnel using organisational procedures.			
	3.3 Report to the correct personnel any situations that require additional intervention.			
4. Work in a manner which underpins effective performance	4.1 Demonstrate vigilance to potential risks and hazards.			
	4.2 Demonstrate encouragement and support for others.			
5. Understand the regulation procedures and requirements for recycling	5.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	5.2 Explain the safe procedures for handling hazardous materials.			
	5.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	5.4 Describe organisational accident and incident recording and reporting procedures.			
6. Know how to control maintenance and other engineering operations	6.1 Describe the legislation applicable to maintenance and other engineering activities.			
	6.2 Describe the maintenance activities required for the plant, systems, equipment, vehicles, buildings and structures for own area of responsibility.			
	6.3 Describe the requirements for statutory testing of equipment and operator certificates.			
	6.4 Describe the time and resources needed for the required maintenance activities.			
	6.5 Describe the factors to be taken into account when scheduling maintenance activities, including any insurance company requirements.			
	6.6 Explain what difficulties might occur when implementing maintenance activities and what should be included in contingency plans.			
	6.7 Describe the importance of checking people's understanding of instructions.			
	6.8 Describe the technical skills needed for the maintenance and engineering activities carried out on own site, how to check that the people involved have the required skills and what to do in response to a perceived skills deficit.			

	6.9 Explain the system for allocating contracts and permits to work and own role and responsibility in relation to these.			
	6.10 Describe the terms and conditions of contracts for own area of responsibility, including any insurance policy conditions regarding contract work.			
	6.11 Explain the quality assurance systems that are being used for the maintenance and other engineering activities.			
	6.12 Describe the organisational procedures and legal requirements for environmental protection and safe working practices.			
	6.13 Describe the importance of enforcing procedures for quality, safety and environmental protection and the actions to take in response to deviations from these.			
	6.14 Describe the organisational or site procedures and requirements for reporting faults and initiating repairs.			
	6.15 Describe the factors that increase the likelihood of breakdowns and action to take to prevent or reduce these, including the relationship between breakdowns and planned maintenance.			
	6.16 Describe the organisational procedures for implementation, control and completion of contracts.			
	6.17 Describe the recording systems used for maintenance schedules and records, permits to work and other contract information.			
	6.18 Describe the safe handling procedures.			

RA3418 Manage the collection of recyclables and other materials

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Implement procedures to monitor the quantity and quality of materials collected.	1.1 Implement procedures to monitor the quantity and quality of materials collected.			
	1.2 Make sure organisational procedures for rejecting recyclables and other materials remain effective.			
	1.3 Make sure recyclables and other materials requiring specific handling are dealt with correctly.			
	1.4 Revise procedures where monitoring data indicates changes or improvements are required.			
	1.5 Monitor the completion and accuracy of documentation relating to the collection process.			
	1.6 Make sure management of records meet organisational and legislative requirements.			
2. Control situations that could have a negative impact on the environment	2.1 Make sure systems and procedures are in place and working effectively for operatives to be able to identify potential or actual environmental impacts.			
3. Use and communicate data and information	3.1 Report environmental incidents promptly and accurately in accordance with approved procedures and practices.			
	3.2 Report promptly, to the correct people, unsound environmental practices.			
	3.3 Follow operational and organisational procedures for communicating information to other people.			
	3.4 Maintain records in accordance with operational and organisational requirements.			
	3.5 Check with correct personnel any circumstance where information appears to be incorrect.			
4. Resolve problems that could affect the collection of recyclables	4.1 Resolve routine problems within the responsibility of the job role.			
	4.2 Refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures.			

and other materials	4.3 Report to the correct personnel any situations that require additional intervention.			
5. Work in a manner which underpins effective performance	5.1 Demonstrate vigilance to potential risks and hazards.			
	5.2 Demonstrate encouragement and support to others.			
6. Understand the regulation procedures and requirements for recycling	6.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	6.2 Explain the safe procedures for handling hazardous materials.			
	6.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	6.4 Describe organisational accident and incident recording and reporting procedures.			
7. Know how to manage the collection of recyclables and other materials	7.1 Explain how to apply the legislation that applies to recycling and other materials.			
	7.2 Explain the identification procedures for recyclables and other materials.			
	7.3 Describe the implications of handling recyclables and other materials.			
	7.4 State the emergency procedures.			
	7.5 Describe ways of communicating with personnel.			

RA3432 Control activities for the processing and storage of recyclables and other materials

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Monitor work carried out at the recycling processing or storage site	1.1 Monitor work activities and methods and ensure they are carried out in accordance with organisational procedures and practices.			
	1.2 Establish a programme of work to achieve the standards required for processing or storage operations.			
	1.3 Follow organisational procedures to identify hazards and risks to safety, health and the environment are minimised.			
	1.4 Make sure resources are available and operational to carry out work activities.			
2. Control work practices and make sure they are understood and followed	2.1 Communicate programmes of work and operational instructions to all staff.			
	2.2 Make sure personnel comply with site operational procedures.			
	2.3 Make sure that personnel comply with systems of work.			
3. Use and communicate data and information	3.1 Follow operational and organisational procedures for communicating information to other people.			
	3.2 Maintain records in accordance with operational and organisational requirements.			
	3.3 Inform correct personnel of any circumstance where information is incorrect.			
4. Resolve problems that could affect the sorting and storage of recyclable materials	4.1 Resolve day-to-day problems within the responsibility of the job role.			
	4.2 Refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures.			
	4.3 Report to the appropriate personnel any situations that require additional intervention.			
5. Work in a manner which underpins effective performance	5.1 Show vigilance to potential risks and hazards.			
	5.2 Demonstrate the use of different leadership styles in response to individual circumstances.			

6. Understand the regulation procedures and requirements for recycling	6.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	6.2 Explain the safe procedures for handling hazardous materials.			
	6.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	6.4 Describe organisational accident and incident recording and reporting procedures.			
7. Know how to control operations for the processing or storage of recyclables and other materials	7.1 Describe the legislation, regulations and Codes of Practice applicable to safety, health and environment.			
	7.2 Describe the sorts of processing/storage processes suitable for the recyclables and other materials received on site and the use and limitations of these.			
	7.3 Describe the handling implications of the recyclables and other materials processed/stored on site.			
	7.4 Describe the risks to safety, health and the environment arising from the treatment of recyclables and other materials and the procedures required to minimise and manage risk.			
	7.5 Explain how to communicate operational instructions orally and in writing.			
	7.6 Describe the importance of checking people's understanding of operational instructions and how to do this.			
	7.7 Describe the technical skills needed for the processing/storage operations carried out on site.			

MSCD3a Recruit staff in own area of responsibility

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

MSCD7 Support learning and development within own area of responsibility

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

Reuse Pathway: Optional Units B

B.15 Audit stock levels and stock inventories in a retail environment

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to implement a stock audit in a retail environment	1.1 Explain the importance of auditing levels of stock and stock inventories.			
	1.2 Plan an audit of stock that: <ul style="list-style-type: none"> • will ensure accurate, complete and timely auditing • will cause as little disruption as possible to normal work • includes plans for dealing with contingencies 			
	1.3 Negotiate with colleagues to obtain staff who have the necessary skills to help with the audit.			
	1.4 Allocate specific responsibilities to each member of the audit team.			
	1.5 Explain to the audit team what they are expected to do.			
	1.6 Diagnose and resolve problems that arise when implementing the audit.			
2. Be able to use the findings of an audit to identify and resolve problems with stock levels and stock inventories	2.1 Analyse the findings of a stock audit to identify problems that need resolving.			
	2.2 Prioritise problems according to their importance and urgency.			
	2.3 Investigate and resolve problems: <ul style="list-style-type: none"> • methodically • as far as possible within the scope of the audit and with the resources available 			
3. Be able to communicate the results of an audit	3.1 Clarify audit findings, including any unresolved problems, in a timely fashion for those who need the information.			

ICSC5 Monitor and solve customer service problems

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Solve immediate customer service problems	1.1 Respond positively to customer service problems following organisational guidelines.			
	1.2 Solve customer service problems when they have sufficient authority.			
	1.3 Work with others to solve customer service problems.			
	1.4 Keep customers informed of the actions being taken.			
	1.5 Check with customers that they are comfortable with the actions being taken.			
	1.6 Solve problems with service systems and procedures that might affect customers before they become aware of them.			
	1.7 Inform managers and colleagues of the steps taken to solve specific problems.			
2. Identify repeated customer service problems and options for solving them	2.1 Identify repeated customer service problems.			
	2.2 Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option.			
	2.3 Work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organisation.			
3. Take action to avoid the repetition of customer service problems	3.1 Obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated.			
	3.2 Action their agreed solution.			
	3.3 Keep their customers informed in a positive and clear manner of steps being taken to solve any service problems.			
	3.4 Monitor the changes they have made and adjust them if appropriate.			
4. Understand how to monitor and solve customer service problems	4.1 Describe the organisational procedures and systems for dealing with customer service problems.			
	4.2 Describe the organisational procedures and systems for identifying repeated customer service problems.			

	4.3 Explain how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with service partners or internal customers.			
	4.4 Explain how to negotiate with and reassure customers while the customer's problems are being solved.			

B.38 Organise and monitor the storage of stock in a retail environment

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the causes and prevention of stock loss within storage systems	1.1 Explain the causes of stock deterioration, loss and damage.			
	1.2 Explain how to reduce stock loss within storage systems.			
2. Understand the legal and organisational requirements for storing stock	2.1 Explain the legal and organisational requirements for storing stock, including health and safety requirements and the removal of out-of-date stock.			
3. Be able to organise the use of storage facilities in a retail environment	3.1 Organise storage facilities to take account of: <ul style="list-style-type: none"> • day-to-day work • safety requirements • the need to keep stock secure • the need to keep stock in a saleable condition 			
	3.2 Train staff to use the storage system: <ul style="list-style-type: none"> • securely • safely • in line with relevant legal requirements 			
	3.3 Assign staff clear roles and responsibilities for storing and moving stock.			
	3.4 Develop plans to cope with unforeseen storage problems that take account of available resources.			
	3.5 Review plans for coping with unforeseen storage problems.			
	3.6 Revise plans to cope with unforeseen storage problems, taking account of any relevant factors.			
	3.7 monitor storage operations to ensure that staff are storing and moving stock: <ul style="list-style-type: none"> • securely • safely • in line with relevant legal requirements 			

	3.8 Maintain stock records that are in line with organisational procedures.			
4. Be able to monitor the storage and care of stock in a retail environment	4.1 Maintain a routine that meets the organisation's requirements for checking the quality of storage facilities and stock.			
	4.2 Perform spot checks of storage facilities and stock.			
	4.3 Train staff to: <ul style="list-style-type: none"> • identify stock that is out of date or at risk of deteriorating • deal with stock that is out of date or at risk of deteriorating in line with legal requirements and organisational procedures 			
	4.4 Monitor the storage and movement of stock to make sure that stock is reaching the shop floor as it is needed.			
	4.5 Recommend to decision makers ways of running storage and stock movement systems more profitably.			

C.13 Maintain the availability of goods on display in a retail environment to promote sales

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand how the display of goods can promote sales	1.1 Explain how different types of display help the store to reach its sales targets.			
	1.2 Explain how the way that information is positioned within displays can help to promote sales.			
	1.3 Explain how the layout of the selling area affects sales.			
2. Understand legal and organisational requirements for displaying goods	2.1 Explain the organisational and legal requirements for displaying descriptions and prices of goods.			
	2.2 Explain the organisation's standards for putting displays together, including standards for cleaning and preparation.			
	2.3 Explain the security, health and safety requirements and procedures relating to displaying goods.			
	2.4 Explain customers' legal rights in relation to the display of goods.			
3. Be able to organise staff to display goods for retail sale	3.1 Explain to staff the purpose of the display and the requirements and standards it must meet, including standards for health and safety and security.			
	3.2 Ask staff questions to check their understanding of the requirements and standards for the display.			
	3.3 Ensure that staff prepare the display area: <ul style="list-style-type: none"> • safely • with the minimum of inconvenience to customers 			
	3.4 Ensure that staff put the display together: <ul style="list-style-type: none"> • safely • with the minimum of inconvenience to customers 			
	3.5 Explain the importance of consulting an authorised decision-maker before modifying or changing the display.			
	3.6 Ensure that the records kept of displays are in line with organisational procedures.			

4. Be able to evaluate the effectiveness of displays	4.1 Evaluate the effectiveness of displays in relation to: <ul style="list-style-type: none"> • their intended purpose • legal and organisational requirements and standards 			
	4.2 Evaluate information within displays to ensure that its content and position are: <ul style="list-style-type: none"> • legally compliant • likely to promote sales 			
	4.3 Ask staff for suggestions for making the display more appealing to customers.			
	4.4 Explain the importance of dealing promptly with any risks to security or health and safety that arise when evaluating displays.			
5. Be able to maintain the required quantity and quality of goods on display	5.1 Provide accurate, up-to-date pricing information to the staff who need it.			
	5.2 Monitor price marking to ensure that it is correct.			
	5.3 Resolve any pricing problems that arise.			
	5.4 Develop stock replenishment plans to maintain the required quantity and quality of goods on display.			
	5.5 Organise the removal of stock of unsaleable quality from display.			

ICSB10 Organise the delivery of reliable customer service

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Plan and organise the delivery of reliable customer service	1.1 Plan, prepare and organise everything they need to deliver services or products to different types of customers.			
	1.2 Organise what they do to ensure that they are consistently able to give prompt attention to your customers.			
	1.3 Reorganise their work to respond to unexpected additional workloads.			
2. Review and maintain customer service delivery	2.1 Maintain service delivery during very busy periods and unusually quiet periods.			
	2.2 Maintain service delivery when systems, people or resources have let them down.			
	2.3 Consistently meet their customer's expectations.			
	2.4 Balance the time they take with their customers with the demands of other customers seeking their attention.			
	2.5 Respond appropriately to their customers when the customers make comments about the products or services they are offering.			
	2.6 Alert others to repeated comments made by their customers.			
	2.7 Take action to improve the reliability of their service based on customer comments.			
	2.8 Monitor the action they have taken to identify improvements in the service they give to their customers.			
3. Use recording systems to maintain reliable customer service	3.1 Record and store customer service information accurately following organisational guidelines.			
	3.2 Select and retrieve customer service information that is relevant, sufficient and in an appropriate format.			
	3.3 Quickly locate information that will help solve a customer's query.			
	3.4 Supply accurate customer service information to others using the most appropriate method of communication.			
4. Understand how to organise the delivery of	4.1 Describe the organisational procedures for unexpected situations and their role within them.			

reliable customer service	4.2 Describe the resource implications in times of staff sickness and holiday periods and their responsibility at these times.			
	4.3 Explain the importance of having reliable and fast information for their customers and the organisation.			
	4.4 Evaluate the organisational procedures and systems for delivering customer service.			
	4.5 Identify useful customer feedback and how to decide which feedback should be acted on.			
	4.6 Describe how to communicate feedback from customers to others.			
	4.7 Evaluate the organisational procedures and systems for recording, storing, retrieving and supplying customer service information.			
	4.8 Explain the legal and regulatory requirements regarding the storage of data.			

E.21 Monitor and support payment point use during trading hours

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the data security risks associated with payment point use	1.1 Explain who is authorised to remove cash or cash equivalents from payment points during trading hours.			
	1.2 Explain the data security risks that can arise at a payment point.			
2. Be able to monitor and support secure payment point use during trading hours	2.1 Monitor the payment point during trading hours to ensure that staff are following organisational procedures for keeping customers' personal data confidential.			
	2.2 Authorise payment point transactions and adjustments in line with organisational procedures for: <ul style="list-style-type: none"> • customer service • security • stock control 			
	2.3 Replenish change in payment points in line with organisational procedures.			

OCR6 Supervise the receipt, storage or dispatch of goods

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. know how to supervise the receipt, storage or dispatch of goods in logistics operations	1.1 Explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • environmental factors • special requirements • stock rotation • monitoring and testing 			
	1.2 Explain sources of information required to determine the capacity and limitations of the storage facility			
	1.3 Describe the equipment that can be used for the receipt, storage or dispatch of the goods			
	1.4 Identify problems that can occur when monitoring the receipt, storage or dispatch of goods			
	1.5 Explain appropriate action when dealing with identified problems			
2. be able to supervise the receipt, storage or dispatch of goods in logistics operations	2.1 Inspect the type, condition, quantity of the goods being received, stored or dispatched			
	2.2 Check the storage conditions and equipment required to receive, store or dispatch the goods			
	2.3 Organise the movement or rotation of goods to assist receiving, storing or dispatching goods			
	2.4 Demonstrate how to use the organisations resources effectively			
	2.5 Communicate effectively with others			
	2.6 Complete records for supervising the receipt, storage or dispatch of goods accurately			

OCR7 Sort goods and materials for recycling or disposal in logistics operations

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
know how to sort goods and materials for recycling or disposal in logistics operations	1.1 Explain the relevant organisational policies and procedures for sorting goods and materials for recycling and disposal in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • environmental factors • special requirements • waste management • roles and responsibilities of colleagues 			
	1.2 Explain the types of goods and materials that are suitable for recycling and those that are not			
	1.3 Identify problems that can occur when sorting goods for recycling or disposal			
	1.4 Explain appropriate action when dealing with identified problems			
2. be able to sort the goods and materials for recycling or disposal in logistics operations	2.1 Undertake initial checks to determine the suitability of the goods and materials for recycling or disposal			
	2.2 Sort the goods and materials correctly			
	2.3 Remove any parts of the goods and materials that are not suitable for recycling and dispose of them correctly			
	2.4 Handle the goods and materials using the correct handling methods and equipment			
	2.5 Position the goods or materials suitable for recycling or disposal into the correct locations			
	2.6 Prepare the goods or materials for further processing according to the organisation's specifications for recycling or disposal			

Appendix 1: Qualification Structure

To achieve the full qualification candidates must complete all Mandatory Units (6 units). Learners must then choose either the General Pathway or the Reuse Pathway.

- Learners who choose the General Pathway must then complete two units from General Option Group B and one from General Option Group C.
- Learners who choose the reuse pathway must complete the six mandatory units (A above) and at least one unit from Reuse Group B and one unit from reuse Group C, then a further two units from either optional group. However, if a learner chooses unit RA3418 or RA3424 then they are only required to do one unit. If a learner chooses unit RA348, combined with any of the following units, then they will need to complete three units from wither optional group: MSCD3a, OCR7 or E.21.

Mandatory Group A

Learners must complete all of the units in this Group in order to achieve the qualification.

Ofqual Code	Unit Title	Level	WAMITAB Code
M/600/9600	Set objectives and provide support for team members	3	MSCB5
Y/600/9669	Plan, allocate and monitor work of a team	3	MSCD5
H/601/6687	Conduct a health and safety risk assessment of the workplace	3	HSS6
L/600/9703	Develop and implement a risk assessment plan in own area of responsibility	4	MSCE6
A/602/0891	Promote sustainability and environmental good practice in the recycling industry	3	RA.2
T/602/0890	Develop personal performance	2	RA.3

General Pathway (SRASUP3)

Optional Units B

To achieve the qualification, learners must complete two units from this group.

Ofqual Code	Unit Title	Level	WAMITAB Code
K/602/0532	Manage the collection of recyclables and other materials	4	RA3418
H/602/0528	Control maintenance and other engineering operations for recycling activities	4	RA3424
M/602/0533	Control activities for the processing and storage of recyclables and other materials	3	RA3432
J/602/0523	Monitor and control the efficient resources for the processing or storage of recyclables and other materials	4	RA345
A/602/0521	Contribute to the generation and retention of recycling business	3	RA346
F/602/0519	Plan and maintain transport operations for recycling activities	3	RA347
A/602/0518	Monitor and maintain the security of recycling facilities	2	RA348

Optional Units C

To achieve the qualification, learners must complete one unit from this group.

Ofqual Code	Unit Title	Level	WAMITAB Code
T/600/9663	Recruit staff in own area of responsibility	5	MSCD3a
M/600/9676	Support learning and development within own area of responsibility	4	MSCD7
D/601/1231	Organise the promotion of additional services or products to customers	3	ICSA15
L/601/1239	Build and maintain effective customer relations	4	ICSB15

Reuse Pathway (SRARSUP3)

To achieve the qualification, learners who choose the reuse pathway must complete the six mandatory units (A above) and at least one unit from Reuse Group B and one unit from reuse Group C, then a further two units from either optional group. However, if a learner chooses unit RA3418 or RA3424 then they are only required to do one unit. If a learner chooses unit RA348, combined with any of the following units, then they will need to complete three units from wither optional group: MSCD3a, OCR7 or E.21.

Reuse Optional Units B

Ofqual Code	Unit Title	Level	WAMITAB Code
K/602/0532	Manage the collection of recyclables and other materials	4	RA3418
H/602/0528	Control maintenance and other engineering operations for recycling activities	4	RA3424
M/602/0533	Control activities for the processing and storage of recyclables and other materials	3	RA3432
A/602/0521	Contribute to the generation and retention of recycling business	3	RA346
A/602/0518	Monitor and maintain the security of recycling facilities	2	RA348
T/600/9663	Recruit staff in own area of responsibility	5	MSCD3a
M/600/9676	Support learning and development within own area of responsibility	4	MSCD7

Reuse Optional Units C

Ofqual Code	Unit Title	Level	WAMITAB Code
Y/601/7934	Supervise the receipt, storage or dispatch of goods	3	OCR6
R/601/7933	Sort goods and materials for recycling or disposal in logistics operations	2	OCR7
A/503/5669	Audit stock levels and stock inventories in a retail environment	3	B.15
H/503/5682	Organise and monitor the storage of stock in a retail environment	3	B.38
L/503/5692	Maintain the availability of goods on display in a retail environment to promote sales	3	C.13
F/503/5737	Monitor and support secure payment point use during trading hours	3	E.21
J/601/1515	Monitor and solve customer service problems	3	ICSC5
Y/601/1230	Organise the delivery of reliable customer service	3	ICSB10



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