

Level 2, 3 and 4 Certificates and Diplomas in Sustainable Waste Management (0746)

Candidate logbook



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Level 2, 3 and 4 Certificates and Diplomas in Sustainable Waste Management (0746)

Candidate logbook

Qualification title	Number	QAN
Level 2 Certificate for Sustainable Waste Management Operative	0746-20	600/0646/8
Level 2 Certificate for Sustainable Waste Management Operative (Waste Collection)	0746-21	501/2367/1
Level 2 Certificate for Sustainable Waste Management Operative (Waste Collection Driver)	0746-22	501/2368/3
Level 2 Diploma for Sustainable Waste Management Operative (Waste Site Operative)	0746-23	501/2369/5
Level 2 Diploma for Sustainable Waste Management Operative (Weighbridge Operative)	0746-24	51/2141/8
Level 2 Diploma for Sustainable Waste Management Operative (Team Leader)	0746-25	501/2365/8
Level 3 Diploma for Waste Supervisor	0746-30	600/1474/X
Level 4 Diploma in Waste Management Operations: Managing Civic Amenity Site	0746-40	600/2861/0
Level 4 Diploma in Waste Management Operations: Managing Transfer	0746-41	600/2781/2
Level 4 Diploma in Waste Management Operations: Managing Landfill	0746-42	600/2742/3
Level 4 Diploma in Waste Management Operations: Managing Physical & Chemical Treatment	0746-43	600/2741/1

Version and date	Change detail	Section
3.0 July 2013	Added Unit 230, which replaces Unit 202 in the Level 2 qualifications	Units

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1 About your candidate logbook

1.1 Contact details

Candidate name	
Candidate enrolment no	
Centre name	
Centre number	
N/SVQ start date	

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

Your Assessor(s)	
Your Internal Verifier	
Quality Assurance Contact	

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete your Certificate or Diploma. It contains

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

It will also tell you:

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

About City & Guilds

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

Information about City & Guilds and our qualifications is available on our website

www.cityandguilds.com.

2 About the qualification

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

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

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

3 About the approved centre

Centre responsibilities

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

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

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

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

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

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

Assessment roles

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

The assessor

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

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

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

The internal verifier

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

The external verifier

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

The mentor

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

Witnesses

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

4 About candidates

Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are to

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

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

Candidate enrolment number

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

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

Moving to a new centre

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

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

5 The assessment process

Initial assessment

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

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

Skill scan

As part of this meeting, you will discuss the skills and knowledge you may already have, and decide how this can be used towards your qualification. This process is sometimes called a Skill scan. There is a skill scan form in this logbook you can use to record the skills you may already have.

The assessment process

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

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

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

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

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

6 Using your logbook

Recording forms

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

Candidate and centre contact details

Record these details on the form at the beginning of the logbook.

Candidate job profile

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

Skill scan/Initial assessment

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

Expert/witness status list

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

Assessment/Action planning

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

Unit record form

The unit record is used to record all of the work activities and tasks you do as you complete the unit. There is one unit record for each unit.

Unit assessment and verification declaration

At the end of each unit, you and your assessor will sign this form to show that you both agree that your evidence meets the standards.

Summary of achievement

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

Please photocopy these forms as required.

Candidate job profile

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

Name

Place of work

Assessor

Outline of job role

Previous roles & responsibilities relevant to the qualification:

Previous qualification and training relevant to the qualification:

Skill scan/Initial assessment

Level 2 and 3 Sustainable Waste Management

Candidate name

Unit	Duties	Examples	Training Required
101	Manual collection of waste		
	Be able to collect waste		
	Be able to operate equipment		
	Be able to use and communicate information		
	Be able to resolve problems arising from collecting waste		
	Understand the regulation procedures and requirements for manual collection of waste		
	Understand the specific regulation procedures and requirements for manual collection		
	Be able to work in a manner which underpins effective performance		
102	Process received waste		
	Be able to process received waste in accordance with operational procedures		
	Be able to use and communicate data and information to comply with waste processing procedures		
	Be able to resolve problems which arise from processing waste		
	Understand the regulation procedures and requirements for processing received waste		
	Understand the specific regulation procedures and requirements for processing received waste		
	Be able to work in a manner which underpins effective performance		
103	Transportation of waste		
	Be able to operate and control a waste transport vehicle		
	Be able to transport waste		
	Be able to use and communicate data and information related to the transportation of waste		

	Be able to resolve problems which arise with the transportation of waste		
	Understand the regulation procedures and requirements for transportation of waste		
	Understand the specific regulation procedures and requirements for transportation of waste		
	Be able to work in a manner which underpins effective performance		
104	Working with other people		
	Be able to agree individual work activities when working with others		
	Be able to complete work activities with others		
	Be able to use and communicate data and information		
	Be able to resolve problems which could affect working with others		
	Understand the regulation procedures and requirements for working with other people		
	Understand the specific procedures and requirements for working with other people		
	Be able to work in a manner which underpins effective performance		
105	Direct waste delivery crews on a waste management facility		
	Be able to confirm the suitability of vehicles for entry to the facility		
	Be able to direct waste delivery crews to uploading or holding areas		
	Be able to use and communicate data and information in accordance with operational procedures		
	Be able to resolve problems which arise from directing waste delivery crews		
	Understand the regulation procedures and requirements for directing waste delivery crews on a waste management facility		
	Understand the specific regulation procedures and requirements for directing waste delivery crews on a waste management facility		
	Be able to work in a manner which underpins effective performance		
106	Despatch stored and received waste		
	Be able to despatch processed waste in accordance with operational procedures		
	Be able to use and communicate data and information		

	Be able to resolve problems which arise from despatching stored and received waste		
	Understand the regulation procedures and requirements for despatching stored and received waste		
	Understand the specific regulation procedures and requirements for despatching stored and received waste		
	Be able to work in a manner which underpins performance		
107	General duties on waste facilities		
	Be able to carry out general duties safely		
	Be able to store tools, equipment and consumable materials safely		
	Be able to use and communicate data and information		
	Be able to report problems to the designated person		
	Understand the regulation procedures and requirements for general duties on waste facilities		
	Understand the specific regulation procedures and requirements for general duties on waste facilities		
	Be able to work in a manner which underpins effective performance		
108	Maintain the security of waste management facilities		
	Be able to maintain the security of the premises, equipment and materials		
	Be able to use and communicate data and information		
	Be able to resolve problems which arise from maintaining security		
	Understand the regulation procedures and requirements for maintaining the security of waste management facilities		
	Understand the specific regulation procedures and requirements for maintaining the security of waste management facilities		
	Be able to work in a manner which underpins effective performance		
109	Manual handling, lifting and moving loads in a waste environment		
	Understand how to prepare for handling and lifting loads		
	Understand procedures and instructions for handling and lifting loads		
	Be able to handle and lift loads		

110	Mechanically handle waste		
	Be able to prepare to use mechanical handling equipment to load, move and unload waste		
	Be able to load, move and unload waste using mechanical handling equipment		
	Be able to use and communicate data and information		
	Be able to resolve problems which arise from mechanically handling waste		
	Understand the regulation procedures and requirements for mechanically handling waste		
	Understand the specific regulation procedures and requirements for mechanically handling waste		
	Be able to work in a manner which underpins effective performance		
111	Operate equipment to install, remove and replace containers for waste		
	Be able to select and install containers for waste in line with operational procedures		
	Be able to remove and replace containers for waste in line with operational procedures		
	Be able to use and communicate data and information relating to installing, removing and replacing containers for waste		
	Be able to resolve problems which arise from installing, removing and replacing containers for waste		
	Understand the regulation procedures and requirements for installing, removing and replacing containers for waste		
	Understand the specific regulation procedures and requirements for installing, removing and replacing containers for waste		
	Be able to work in a manner which underpins effective performance		
112	Support safety around waste collection vehicles		
	Be able to support safe operations of the waste collection vehicle		
	Be able to keep people safe from waste collection vehicle movements		
	Be able to use and communicate data and information		
	Be able to resolve problems which arise from vehicle safety		

	Understand the regulation procedures and requirements for supporting safety around waste collection vehicles		
	Understand the specific regulation procedures and requirements for supporting safety around waste collection vehicles		
	Be able to work in a manner which underpins effective performance		
113	Conforming to general safety in the workplace		
	Be able to identify hazards associated with the workplace and record and report in accordance with organisational procedures		
	Be able to comply with all workplace safety legislation requirements		
	Be able to comply with and maintain all organisational security arrangements and approved procedures		
	Be able to comply with all emergency procedures in accordance with organisational policy		
201	Comply with emergency procedures on waste management activities		
	Be able to respond to emergency situations involving accidents to people		
	Be able to respond to emergency situations involving accidents on the work site		
	Be able to minimise the effect of an emergency		
	Be able to use and communicate data and information		
	Be able to report problems that could affect compliance with emergency procedures		
	Understand the regulation procedures and requirements for complying with emergency procedures on waste management activities		
	Understand specific regulation procedures for complying with emergency procedures on waste management activities		
	Be able to work in a manner which underpins effective performance		

203	Contribute to the sustainability, maintenance and preservation of the environment		
	Be able to operate and look after equipment and materials so as to reduce environmental damage		
	Be able to carry out work in a manner which minimises environmental damage		
	Be able to make sure work is carried out in accordance with approved procedures and practices		
	Be able to recognise any likely or actual environmental damage and take the appropriate action		
	Be able to identify improvements to approved procedures and practices in terms of environmental good practice and take the appropriate action		
	Be able to demonstrate that you have the knowledge and understanding to contribute to the sustainability, maintenance and preservation of the environment		
204	Maintain a healthy and safe working environment for waste management activities		
	Be able to maintain personal hygiene		
	Be able to comply with safety procedures at the work site		
	Be able to use and communicate data and information in line with operational procedures		
	Be able to resolve problems which could affect health and safety		
	Understand the regulation procedures and requirements for maintaining a healthy and safe working environment for waste management activities		
	Understand the specific regulation procedures and requirements for maintaining a healthy and safe working environment for waste management activities		
	Be able to work in a manner which underpins effective performance		
205	Acceptance of waste		
	Be able to accept waste		
	Be able to use and communicate data and information in accordance with operational procedures		
	Be able to resolve problems which arise from the acceptance of waste		

	Understand the regulation procedures and requirements for acceptance of waste		
	Understand the specific regulation procedures and requirements for acceptance of waste		
	Be able to Work in a manner which underpins effective performance		
206	Clean and adjust small plant and equipment		
	Be able to clean and adjust small plant and equipment		
	Be able to use and communicate data and information related to small plant and equipment maintenance		
	Be able to resolve problems which arise during cleaning and adjusting sundry small plant and equipment		
207	Conduct environmental monitoring on a waste management facility		
	Be able to conduct environmental monitoring		
	Be able to inspect, sample and test waste in line with operational procedures		
	Be able to use and communicate data and information in line with operational procedures		
	Be able to resolve problems which arise from conducting environmental monitoring		
	Understand the regulation procedures and requirements for conducting environmental monitoring on a waste management facility		
	Understand the specific regulation procedures and requirements for conducting environmental monitoring on a waste management facility		
	Be able to work in a manner which underpins effective performance		
208	Conform to general workplace environmental requirements		
	Be able to identify environmental aspects		
	Be able to control waste arising from the operations in your area of responsibility		
209	Contribute to maintaining sustainable development and environmental good practice at work		
	Be able to carry out work in a manner which minimises environmental damage		

	Be able to select and use equipment and materials that minimises environmental damage		
	Be able to make sure work is carried out in accordance with approved procedures and practices		
	Be able to recognise any environmental damage and take appropriate action		
	Be able to identify improvements to approved procedures and practices in terms of environmental good practice and take the appropriate action		
	Be able to dispose of waste materials safely and according to relevant approved procedures and practices		
	Be able to deal with small scale pollution incidents in accordance with approved procedures and practices		
	Be able to report more serious pollution incidents to the relevant people		
	Be able to report environmental incidents promptly and accurately in accordance with approved procedures and practices		
	Be able to contribute to sustainable development during work activities		
	Be able to demonstrate that you have the knowledge and understanding to contribute to maintaining sustainable development and environmental good practice at work		
210	Contribute to the provision of customer service in a waste environment		
	Know how to contribute to the provision of customer services in logistics operations		
	Be able to contribute to the provision of customer services in logistics operations		
211	Control and carry out landfill operations		
	Be able to control the deposit of waste on the landfill facility in accordance with operational procedures		
	Be able to cover and consolidate deposited waste in accordance with operational procedures		
	Be able to use and communicate data and information		
	Be able to resolve problems which arise from depositing waste on landfill facility		
	Understand the regulation procedures and requirements for controlling and carrying out the landfill operations		

	Understand the specific regulation procedures and requirements for controlling and carrying out the landfill operations		
	Be able to work in a manner which underpins effective performance		
212	Control the risk from vehicle and plant movements on waste management facilities		
	Be able to control the risk from vehicle and mobile plant movements in line with operational and location specific procedures		
	Be able to maintain the safety of pedestrians and workers in line with operational and location specific procedures		
	Be able to use and communicate data and information to enable risk to be controlled		
	Be able to resolve problems from vehicle and mobile plant movements which compromise safety		
	Understand the regulation procedures and requirements for controlling the risk from vehicle and plant movements on waste management facilities		
	Understand the specific regulation procedures and requirements for controlling the risk from vehicle and plant movements on waste management facilities		
	Be able to work in a manner which underpins effective performance		
213	Direct vehicle movements on site		
	Be able to direct vehicle movements		
214	Exchange responsibility for control of waste processing operations		
	Be able to hand over responsibility for the control of the waste process to an incoming operator		
	Be able to accept responsibility for the control of waste processing from an outgoing operator		
	Be able to use and communicate data and information required for the handover process		
	Be able to resolve problems for the control of waste processing which arise during the exchange of responsibility		
	Understand the regulation procedures and requirements for exchanging responsibility for control of waste processing operations		

	Understand the specific regulation procedures and requirements for exchanging responsibility for control of waste processing operations		
	Be able to work in a manner which underpins effective performance		
215	Loading a hazardous waste transport vehicle		
	Be able to prepare to load waste and related materials		
	Be able to load waste and related materials in line with location-specific procedures		
	Be able to use and communicate data and information connected with loading waste and related materials		
	Be able to resolve problems which arise from loading waste and related materials		
	Understand the regulation procedures and requirements for loading a waste transport vehicle		
	Understand the specific regulation procedures and requirements for loading a waste transport vehicle		
	Be able to work in a manner which underpins effective performance		
216	Loading a non-hazardous waste transport vehicle		
	Be able to prepare to load a non-hazardous waste and related materials		
	Be able to load non-hazardous waste and related materials in line with location-specific procedures		
	Be able to use and communicate data and information connected with loading non-hazardous waste and related materials		
	Be able to resolve problems which arise from loading non-hazardous waste and related materials		
	Understand the regulation procedures and requirements for loading a non-hazardous waste transport vehicle		
	Understand the specific regulation procedures and requirements for loading a non-hazardous waste transport vehicle		
	Be able to work in a manner which underpins effective performance		
217	Loading a waste transport vehicle		
	Be able to prepare to load waste and related materials		
	Be able to load waste and related materials in line with location-specific procedures		

	Be able to use and communicate data and information connected with loading waste and related materials		
	Be able to resolve problems which arise from loading waste and related materials		
	Understand the regulation procedures and requirements for loading a waste transport vehicle		
	Understand the specific regulation procedures and requirements for loading a waste transport vehicle		
	Be able to work in a manner which underpins effective performance		
218	Loading an inert waste transport vehicle		
	Be able to prepare to load inert waste and related materials		
	Be able to load inert waste and related materials in line with location-specific procedures		
	Be able to use and communicate data and information connected with loading inert waste and related materials		
	Be able to resolve problems which arise from loading inert waste and related materials		
	Understand the regulation procedures and requirements for loading an inert waste transport vehicle		
	Understand the specific regulation procedures and requirements for loading an inert waste transport vehicle		
	Be able to work in a manner which underpins effective performance		
219	Maintain the condition of waste process equipment		
	Be able to confirm waste processing equipment conforms to operational requirements		
	Be able to clean, maintain and adjust waste process equipment to specification		
	Be able to use and communicate data and information		
	Be able to resolve problems which arise from maintaining waste processing equipment		
	Understand the regulation procedures and requirements for maintaining the condition of waste process equipment		

	Understand the specific regulation procedures and requirements for maintaining the condition of waste process equipment		
	Be able to work in a manner which underpins effective performance		
220	Participate in meetings		
	Be able to prepare for a meeting		
	Be able to participate in a meeting		
	Be able to communicate information to relevant stakeholders		
221	Resolve customer service problems		
	Be able to spot customer service problems		
	Be able to pick the best solution to resolve customer service problems		
	Be able to take action to resolve customer service problems		
	Know how to resolve customer service problems		
222	Support customer service improvements		
	Be able to use feedback to identify potential customer service improvements		
	Be able to implement changes in customer service		
	Be able to assist with the evaluation of changes in customer service		
	Know and understand how to support customer service improvements		
223	Unloading hazardous waste transport vehicle		
	Be able to prepare to unload hazardous waste and related materials		
	Be able to unload hazardous waste and related materials in line with location-specific procedures		
	Be able to use and communicate data and information connected with unloading hazardous waste and related materials		
	Be able to resolve problems which arise from unloading hazardous waste and related materials		
	Understand the regulation procedures and requirements for unloading a hazardous waste transport vehicle		
	Understand the specific regulation procedures and requirements for unloading a hazardous waste transport vehicle		

	Be able to work in a manner which underpins effective performance		
224	Unloading a non-hazardous waste transport vehicle		
	Be able to prepare to unload non-hazardous waste and related materials		
	Be able to unload non-hazardous waste and related materials in line with location-specific procedures		
	Be able to use and communicate data and information connected with unloading non-hazardous waste and related materials		
	Be able to resolve problems which arise from unloading non-hazardous waste and related materials		
	Understand the regulation procedures and requirements for unloading a non-hazardous waste transport vehicle		
	Understand the specific regulation procedures and requirements for unloading a non-hazardous waste transport vehicle		
	Be able to work in a manner which underpins effective performance		
225	Unloading an inert waste transport vehicle		
	Be able to prepare to unload inert waste and related materials		
	Be able to unload inert waste and related materials in line with location-specific procedures		
	Be able to use and communicate data and information connected with unloading inert waste and related materials		
	Be able to resolve problems which arise from unloading inert waste and related materials		
	Understand the regulation procedures and requirements for unloading an inert waste transport vehicle		
	Understand the specific regulation procedures and requirements for unloading an inert waste transport vehicle		
	Be able to work in a manner which underpins effective performance		
226	Validation of waste		
	Be able to validate waste		
	Be able to resolve problems which arise from the validation of waste		

	Understand the regulation procedures and requirements for the validation of waste		
	Understand the specific regulation procedures and requirements for the validation of waste		
	Be able to work in a manner which underpins effective performance		
227	Ensure that staff conform to productive and efficient working practices		
	Be able to establish productive working practices		
	Be able to develop individuals and teams to work efficiently		
	Be able to use and communicate data and information in line with operational procedures		
	Be able to resolve problems which could affect operational efficiency		
	Understand the regulation procedures and requirements for ensuring that staff conform to productive and efficient working practices		
228	Inspection of vehicles used in waste management facilities		
	Be able to carry out inspections of vehicles and associated equipment		
	Be able to use and communicate data and information connected with inspections		
	Be able to resolve problems which arise from inspections of vehicles and associated equipment		
	Understand the regulations, procedures and requirements for inspection of vehicles used in waste management facilities		
	Be able to work in a manner which underpins effective performance		
229	Control the sale of stocked material or products		
	Be able to control the stocks of material or products		
	Be able to sell stocked material or products		
301	Operate the weighbridge		
	Be able to carry out present checks on weighbridge		
	Be able to operate the weighbridge		
	Be able to shut down and secure the weighbridge		

302	Plan, allocate and monitor work of a team		
	Be able to plan work for a team		
	Be able to allocate work across a team		
	Be able to manage team members to achieve objectives		
	Be able to monitor and evaluate the performance of teams members		
	Be able to monitor and evaluate the performance of team members		
	Be able to improve the performance of a team		
303	Set objectives and provide support for team members		
	Be able to communicate a team's purpose and objectives to the team members		
	Be able to develop a plan with team members showing how team objectives will be met		
	Be able to support team members identifying opportunities and providing support		
	Be able to monitor and evaluate progress and recognise achievement		
304	Work with others to improve customer service		
	Be able to improve customer service by working with others		
	Be able to monitor your own performance when improving customer service		
	Be able to monitor team performance when improving customer service		
	Understand how to work with others to improve customer service		
305	Generate and retain waste and resource management business		
	Be able to contribute to the generation of business		
	Be able to contribute to the retention of business		
	Be able to use and communicate data and information		
	Be able to report problems which could affect the generation and retention of waste and resource management business		
	Understand the regulation procedures and requirements for generating and retaining waste and resource management business		

Understand the specific regulation procedures and requirements for generating and retaining waste and resource management business

306	Manage own professional development within an organisation		
	Be able to assess own career goals and personal development		
	Be able to set personal work objectives		
	Be able to produce a personal development plan		
	Be able to implement and monitor own personal development plan		
307	Manage the traffic office		
	Know how to manage the traffic office		
	Be able to manage the traffic office		
308	Organise the transportation of loads in a waste environment		
	Be able to organise transport		
	Understand the organisation of transportation of loads		
309	Oversee waste progress operations		
	Be able to prepare equipment and materials to treat waste		
	Be able to monitor and control waste process operations		
	Be able to shut down the processing operations		
	Be able to use and communicate data and information connected with waste process operations		
	Be able to resolve problems which arise from running waste process operations		
	Understand the regulation procedures and requirements for overseeing waste process operations		
	Understand the specific regulation procedures and requirements for overseeing waste process operations		
	Be able to work in a manner which underpins effective performance		
310	Revise planned waste transport operations		
	Be able to revise the planned transportation of waste loads		
	Be able to use and communicate data and information for maintaining the waste transport operation		
	Be able to resolve problems which affect the transportation of waste		

	Understand the regulation procedures and requirements for revising planned waste transport operations		
	Understand the specific regulation procedures and requirements for revising planned waste transport operations		
	Be able to work in a manner which underpins effective performance		
311	Store waste and operating materials within a waste management facility		
	Be able to sort and store waste and operating materials		
	Be able to monitor and maintain storage conditions		
	Be able to use and communicate data and information		
	Be able to resolve problems from storing waste and operating materials		
	Understand the regulation procedures and requirements for storing waste and operating materials within a waste management facility		
	Understand the specific regulation procedures and requirements for storing waste and operating materials within a waste management facility		
	Be able to work in a manner which underpins effective performance		
312	Contribute to the management of the environmental impact of work		
	Be able to maintain the environment through effective contribution to the management of work		
	Understand how to manage the impact of work on the environment		
313	Supervise the work of others		
	Be able to plan and delegate work activities within your area of responsibility		
	Be able to manage the timely and safe completion of work activities		
	Be able to use and communicate data and information when supervising others		
	Be able to resolve problems which arise when supervising and working with others		
	Understand the regulations, procedures and requirements for supervising the work of others		
	Be able to work in a manner which underpins effective performance		

314	Supervise health and safety in the working environment for waste management activities		
	Be able to supervise activities in compliance with health and safety legislation and approved processes and procedures		
	Be able to use and communicate data and information in line with operation procedures		
	Be able to resolve problems which could affect health and safety		
	Understand the regulations, procedures and requirements for supervising health and safety in the working environment for waste management activities		
	Be able to work in a manner which underpins effective performance		
315	Manage the transfer of outputs and disposal of residues from remediation of contaminated land		
	Be able to manage the transfer of outputs and the disposal of residues from remediation of contaminated land		
	Be able to use and communicate data and information to enable compliance with legislative and organisational requirements		
	Be able to resolve problems which arise from the transfer of outputs and the disposal of residues from remediation of contaminated land		
	Understand the regulation procedures and requirements for the transfer of outputs and disposal of residues from remediation of contaminated land		
	Understand the specific regulation procedures and requirements for the transfer of outputs and disposal of residues from remediation of contaminated land		
	Be able to work in a manner which underpins effective performance		
316	Control work activities on a waste management facility		
	Be able to control work activities on a waste facility		
	Be able to use and communicate data and information		
	Be able to resolve any problems which may arise from controlling work activities on a waste facility		

	Understand the regulation procedures and requirements for controlling work activities on a waste management facility		
	Understand the specific regulation procedures and requirements for controlling work activities on a waste management facility		
	Be able to work in a manner which underpins effective performance		
317	Maintain vehicle crew compliance with operational requirements		
	Be able to maintain vehicle crew compliance with operational requirements		
318	Make effective decisions		
	Be able to identify circumstances that require a decision to be made		
	Be able to collect information to inform decision making		
	Be able to analyse information to inform decision-making		
	Be able to make a decision		
319	Manage customer care programs to improve waste management services		
	Be able to obtain and analyse feedback from customers on waste and resource management services.		
	Be able to make recommendations to improve services to customers		
	Be able to use and communicate data and information.		
	Be able to resolve problems which arise from identifying opportunities to improve services to customers.		
	Understand the regulation procedures and requirements for managing customer care programs to improve waste management services.		
	Understand the specific regulation procedures and requirements for managing customer care programs to improve waste management services.		
	Be able to work in a manner which underpins effective performance.		
320	Organise the Transportation of Loads		
	Be able to organise transport		
	Understand the organisation of transportation of loads		
321	Manage the movement, sorting and storage of waste		
	Manage the movement, sorting And storage of waste		

	Manage vehicles, plant and crews on site which handle waste		
	Use, record and communicate data and information		
	Resolve problems which arise during or resulting from the movement, sorting and storage of waste		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for the movement, sorting and storage of waste		
	Work in a manner which underpins effective performance		
322	Monitor procedures to safely control work operations		
	be able to check that health and safety instructions are followed		
	be able to recommend changes to health and safety. workplace instructions		
	be able to make sure that hazards and risks are controlled safely and effectively		
	know how to monitor procedures to safely control work operations		
323	Manage the reception of inert waste		
	Manage the reception of inert waste		
	Use and communicate data and information		
	Resolve problems which arise from managing the reception of inert waste		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for the reception of inert waste		
	Work in a manner which underpins effective performance		
324	Restore and prepare for aftercare on landfill sites		
	Restore landfill sites		
	Prepare landfill sites for aftercare		
	Use and communicate data and information		
	Resolve problems which arise from restoring and preparing for aftercare on landfill sites		

	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for restoring and preparing for aftercare on landfill sites		
	Work in a manner which underpins effective performance		
325	Manage the movement, sorting and storage of waste on a single waste stream site		
	Manage the movement, sorting and storage of waste on a single waste stream site		
	Manage vehicles, plant and crews on site which handle waste		
	Use, record and communicate data and information		
	Resolve problems which arise during or resulting from the movement, sorting and storage of waste on a single waste stream site		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for the movement, sorting and storage of waste on a single waste stream site		
	Work in a manner which underpins effective performance		
326	Prepare landfill sites for the acceptance of non-hazardous waste		
	Prepare landfill sites for the acceptance of non-hazardous waste		
	Use and communicate data and information		
	Resolve problems which arise from preparing landfill sites for the acceptance of non-hazardous waste		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for preparing landfill sites for acceptance of non-hazardous waste		
	Work in a manner which underpins effective performance		
327	Prepare landfill sites for the acceptance of inert waste		

	Prepare landfill sites for acceptance of inert waste		
	Use and communicate data and information		
	Resolve problems which arise from preparing landfill sites for the acceptance of inert waste		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
401	Review the quality of customer service		
	Be able to plan how to measure customer service		
	Be able to collect and analyse information on customer service		
	Understand how to review the quality of customer service		
402	Support learning and development within own area of responsibility		
	Be able to identify the learning needs of colleagues in own area of responsibility		
	Understand how to develop a learning environment in own area of responsibility		
	Be able to support colleagues in learning and its application		
	Be able evaluate learning outcomes and future learning and development of colleagues		
403	Control maintenance and other engineering operations		
	Be able to produce maintenance schedules		
	Be able to use and communicate data and information		
	Be able to monitor maintenance and other engineering operations		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for controlling maintenance and other engineering operations		
	Be able to work in a manner which underpins effective performance		
404	Manage and maintain effective systems for responding to emergencies		
	Be able to implement emergency plans and procedures		

	Be able to maintain effective response to emergencies through the use of procedures and drills		
	Understand the regulation procedures and requirements for managing and maintaining effective systems for responding to emergencies		
	Understand the specific regulation procedures and requirements for managing and maintaining effective systems for responding to emergencies		
	Be able to work in a manner which underpins effective performance		
405	Ensure compliance with legal, regulatory ethical and social requirements		
	Be able to monitor the operational compliance of procedures in meeting legal, regulatory, ethical and social requirements		
	Be able to identify and make recommendations on areas of non-compliance with procedures for legal, regulatory, ethical and social requirements relating to own area of responsibility		
406	Plan, allocate and monitor work in own area of responsibility		
	Be able to produce a work plan for own area of responsibility		
	Be able to allocate and agree responsibility with team members		
	Be able to monitor the progress and quality of work in own area of responsibility and provide feedback		
	Be able to review and amend plans of work for own area of responsibility and communicate changes		
407	Implement change in own area of responsibility		
	Understand how to implement changes in own area of responsibility		
	Be able to involve and support others through the change process		
	Be able to implement and monitor a plan for change in own area of responsibility		
408	Identify and evaluate sustainable resources in a waste environment		
	Be able to identify and evaluate sustainable resources		
	Understand how to identify and evaluate sustainable resources		

409	Manage the environmental impact of work activities		
	Understand the legal requirements and environmental policies that impact on own area of responsibility		
	Understand how to assess the impact of work activities on the environment and how this can be minimise		
	Be able to assess and report on the environmental impact of work activities in own area of responsibility		
	Be able to organise work activities and resource use to minimise environmental impact		
	Be able to promote ongoing improvement in environmental performance		
410	Manage the Reception of Waste on a Civic Amenity Site		
	Manage the reception of waste		
	Use and communicate data and information		
	Resolve problems which arise from managing the reception of waste on a Civic Amenity site		
	Understand the regulations procedures and requirements for the reception of wastes on a Civic Amenity site		
	Understand the specific regulation procedures and requirements for the reception of wastes on a Civic Amenity site		
	Work in a manner which underpins effective performance		
411	Manage the transfer of recovered waste and related materials from a hazardous waste facility		
	Manage the transfer of recovered waste and related materials from a hazardous waste facility		
	Use and communicate data and information to enable compliance with legislative and organisational requirements		
	Resolve problems which arise from the transfer of recovered waste and related materials from a hazardous waste facility		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		

	Understand the specific regulation procedures and requirements for managing the transfer of recovered waste and related materials from a hazardous waste facility		
	Work in a manner which underpins effective performance		
412	Manage the transfer of recovered waste and related materials from a non-hazardous waste facility		
	Manage the transfer of recovered waste and related materials from a non-hazardous waste facility		
	Use and communicate data and information to enable compliance with legislative and organisational requirements		
	Resolve problems which arise from the transfer of recovered waste and related materials from a non-hazardous waste facility		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing the transfer of recovered waste and related materials from a non-hazardous waste facility		
	Work in a manner which underpins effective performance		
413	Manage improvements to waste management operations		
	Identify and plan improvements to waste management operations		
	Implement and evaluate improvements to waste management operation		
	Use and communicate data and information		
	Resolve problems which arise from managing improvements		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing improvements in waste management operations		
	Work in a manner which underpins effective performance		
414	Manage Physical Resources		

	Understand the importance of sustainability when using physical resources		
	Be able to identify resource requirements for own area of responsibility		
	Be able to obtain required resources for own area of responsibility		
	Be able to monitor and review the quality and usage of resources in own area of responsibility		
415	Procedural Compliance		
	Implement and maintain operating procedures required for legislative compliance		
	Use and communicate data and information		
	Resolve problems connected with compliance issues		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for procedural compliance		
	Work in a manner which underpins effective performance		
416	Manage the reception of hazardous waste		
	Manage the reception of hazardous waste		
	Use and communicate data and information		
	Resolve problems which arise from managing the reception of hazardous waste		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for the reception of hazardous waste		
	Work in a manner which underpins effective performance		
417	Manage the transfer of outputs and disposal of residues from hazardous waste treatment and recovery operations		
	Manage the transfer of outputs and disposal of residues from hazardous waste treatment and recovery		
	Use and communicate data and information		

	Resolve problems which arise from the transfer of outputs and disposal of residues from hazardous waste treatment and recovery		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from hazardous waste treatment and recovery operations		
	Work in a manner which underpins effective performance		
418	Manage the transfer of outputs and disposal of residues from non-hazardous waste transfer and recovery operations		
	Manage the transfer of outputs and disposal of residues from non-hazardous waste transfer and recovery		
	Use and communicate data and information		
	Resolve problems which arise from the transfer of outputs and disposal of residues from non-hazardous waste transfer and recovery		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from non-hazardous waste transfer and recovery operations		
	Work in a manner which underpins effective performance		
419	Manage the reception of non-hazardous waste		
	Manage the reception of non-hazardous waste		
	Use and communicate data and information		
	Resolve problems which arise from managing the reception of non-hazardous waste		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for the reception of non-hazardous waste		

Work in a manner which underpins effective performance

420	Manage the transfer of outputs and disposal of residues from hazardous clinical waste transfer and recovery operations		
	Manage the transfer of outputs and disposal of residues from hazardous clinical waste transfer and recovery		
	Use and communicate data and information		
	Resolve problems which arise from the transfer of outputs and disposal of residues from hazardous clinical waste transfer and recovery		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from hazardous clinical waste transfer and recovery operations		
	Work in a manner which underpins effective performance		
421	Manage the transfer of outputs and disposal of residues from non-hazardous clinical waste transfer and recovery operations		
	Manage the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery		
	Use and communicate data and information		
	Resolve problems which arise from the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery operations		
	Work in a manner which underpins effective performance		
422	Manage the transfer of outputs and disposal of residues from waste transfer and recovery operations, inert waste		

	Manage the transfer of outputs and disposal of residues from inert waste transfer and recovery		
	Use and communicate data and information		
	Resolve problems which arise from the transfer of outputs and disposal of residues from inert waste transfer and recovery		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from inert waste transfer and recovery operations		
423	Provide leadership and direction for own area of responsibility		
	Be able to lead in own area of responsibility		
	Be able to provide direction and set objectives in own area of responsibility		
	Be able to communicate the direction for own area of responsibility and collect feedback to inform improvement		
	Be able to assess own leadership performance		
424	Manage site operations for the treatment of hazardous waste		
	Manage treatment operations for hazardous waste		
	Control work activities on sites treating waste		
	Use, record and communicate data and information		
	Resolve problems which arise from operations for the treatment of hazardous waste		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing site operations for the treatment of hazardous waste		
425	Manage site operations for the treatment of non-hazardous waste		
	Manage treatment operations for non-hazardous waste		
	Control work activities on sites treating waste		

	Use, record and communicate data and information		
	Resolve problems which arise from operations for the treatment of non-hazardous waste		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing site operations for the treatment of non-hazardous waste		
	Work in a manner which underpins effective performance		
426	Manage site operations for the remediation of contaminated land		
	Manage operations for the remediation of contaminated land		
	Control work activities for the remediation of contaminated land		
	Use and communicate data and information		
	Resolve problems which arise from the management of the remediation of contaminated land		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for the remediation of contaminated land		
	Work in a manner which underpins effective performance		
428	Manage site operations for the disposal of hazardous waste to landfill on a single waste stream site		
	Manage operations for the disposal of hazardous waste to land		
	Control work activities for the disposal of hazardous waste to land		
	Use, record and communicate data and information		
	Resolve problems which arise during and resulting from site operations for the disposal of hazardous waste to land		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		

	Understand the specific regulation procedures and requirements for managing site operations for the disposal of hazardous waste to landfill on a single waste stream site		
	Work in a manner which underpins effective performance		
429	Manage the reception of hazardous waste on a single waste stream site		
	Manage the reception of hazardous waste on a single waste stream site		
	Use and communicate data and information		
	Resolve problems which arise from managing the reception of hazardous waste on a single waste stream site		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for the reception of hazardous waste on a single waste stream site		
	Work in a manner which underpins effective performance		
430	Manage site operations for the disposal of non-hazardous waste to landfill sites		
	Manage operations for the disposal of non-hazardous waste to land		
	Control work activities for the disposal of non-hazardous waste to land		
	Use, record and communicate data and information		
	Resolve problems which arise during and resulting from site operations for the disposal of non-hazardous waste to land		
	Understand the regulation procedures and requirements for managing site operations for the disposal of non-hazardous waste to landfill sites		
	Understand the specific regulation procedures and requirements for managing site operations for the disposal of non-hazardous waste to landfill sites		
	Work in a manner which underpins effective performance		
431	Develop schemes for the restoration and aftercare of non-hazardous waste landfill sites		
	Prepare restoration schemes for non-hazardous waste landfill sites		

	Determine the preparation needed for aftercare on non-hazardous waste landfill sites		
	Use and communicate data and information		
	Resolve problems which arise from developing schemes for the restoration and aftercare of non-hazardous waste landfill sites		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for developing schemes for the restoration and aftercare of non-hazardous waste landfill sites		
	Work in a manner which underpins effective performance		
432	Manage site operations for the disposal of non-hazardous waste to landfill on a single waste stream site		
	Manage operations for the disposal of non-hazardous waste to land		
	Control work activities for the disposal of non-hazardous waste to land		
	Use, record and communicate data and information		
	Resolve problems which arise during and resulting from site operations for the disposal of non-hazardous waste to land		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing site operations for the disposal of non-hazardous waste to landfill on a single waste stream site		
	Work in a manner which underpins effective performance		
433	Manage site operations for the disposal of inert waste to landfill sites		
	Manage operations for the disposal of inert waste to land		
	Control work activities for the disposal of inert waste to land		
	Use, record and communicate data and information		
	Resolve problems which arise during and resulting from site operations for the disposal of inert waste to land		

	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing site operations for the disposal of inert waste to landfill sites		
	Work in a manner which underpins effective performance		
434	Manage the reception of inert waste on a single waste stream site		
	Manage the reception of inert waste on a single waste stream site		
	Use and communicate data and information		
	Resolve problems which arise from managing the reception of inert waste on a single waste stream site		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for the reception of inert waste on a single waste stream site		
	Work in a manner which underpins effective performance		
435	Manage site operations for the disposal of inert waste to landfill on a single waste stream site		
	Manage operations for the disposal of inert waste to land		
	Control work activities for the disposal of inert waste to land		
	Use, record and communicate data and information		
	Resolve problems which arise during and resulting from site operations for the disposal of inert waste to land		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing site operations for the disposal of inert waste to landfill on a single waste stream site		
	Work in a manner which underpins effective performance		
436	Manage the reception of non-hazardous waste on a single waste stream site		

	Prepare restoration schemes for inert waste landfill sites		
	Determine the preparation needed for aftercare on inert waste landfill sites		
	Use and communicate data and information		
	Resolve problems which arise from developing schemes for the restoration and aftercare of inert waste landfill sites		
437	Develop schemes for the restoration and aftercare of inert waste landfill sites		
	Prepare restoration schemes for inert waste landfill sites		
	Determine the preparation needed for aftercare on inert waste landfill sites		
	Use and communicate data and information		
	Resolve problems which arise from developing schemes for the restoration and aftercare of inert waste landfill sites		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for developing schemes for the restoration and aftercare of inert waste landfill sites		
	Work in a manner which underpins effective performance		
438	Manage the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery operations		
	Manage the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery		
	Use and communicate data and information		
	Resolve problems which arise from the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery operations		

Work in a manner which underpins effective performance

439	Manage site operations for the disposal of hazardous waste to landfill sites		
	Manage operations for the disposal of hazardous waste to land		
	Control work activities for the disposal of hazardous waste to land		
	Use, record and communicate data and information		
	Resolve problems which arise during and resulting from site operations for the disposal of hazardous waste to land		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing site operations for the disposal of hazardous waste to landfill sites		
	Work in a manner which underpins effective performance		
440	Manage the transfer of outputs and disposal of residues from hazardous waste transfer and recovery operations		
	Manage the transfer of outputs and disposal of residues from hazardous waste transfer and recovery		
	Use and communicate data and information		
	Resolve problems which arise from the transfer of outputs and disposal of residues from hazardous waste transfer and recovery		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from hazardous waste transfer and recovery operations		
	Work in a manner which underpins effective performance		
501	Provide leadership in area of responsibility		
	Be able to provide leadership in own area of responsibility		

	Understand behaviours that underpin effective performance and provide leadership in your area of responsibility		
502	Manage a budget for own area of responsibility		
	Be able to prepare a budget for own area of responsibility		
	Be able to manage a budget		
	Be able to review budget management performance		
503	Work productively with colleagues and stakeholders		
	Be able to provide colleagues and stakeholders with information		
	Be able to consult with colleagues and stakeholders in relation to decisions or activities		
	Understand the importance of fulfilling agreements and honouring commitments made to colleagues and stakeholders		
	Understand how to manage potential conflicts of interest		
	Understand how to be able to monitor working relationships		
	Be able to review and improve the effectiveness of working relationships		
504	Recruit staff in own area of responsibility		
	Be able to review human resource requirements to meet business objectives in own area of responsibility		
	Understand the importance of ensuring that recruitment and selection processes meet legal, regulatory, ethical and social requirements		
	Be able to participate in the recruitment and selection process		
	Be able to evaluate the recruitment and selection process and identify improvements for the future		
505	Develop schemes for the restoration and aftercare of hazardous waste landfill sites		
	Prepare restoration schemes for hazardous waste landfill sites		
	Determine the preparation needed for aftercare on hazardous waste landfill sites		
	Use and communicate data and information		

	Resolve problems which arise from developing schemes for the restoration and aftercare of hazardous waste landfill sites		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for developing schemes for the restoration and aftercare of hazardous waste landfill sites		
	Work in a manner which underpins effective performance		
506	Prepare landfill sites for the acceptance of hazardous waste		
	Prepare landfill sites for the acceptance of hazardous waste		
	Use and communicate data and information		
	Resolve problems which arise from preparing landfill sites for the acceptance of hazardous waste		
	Understand the underpinning regulations, procedures and requirements for managing waste operations		
	Understand the specific regulation procedures and requirements for preparing landfill sites for the acceptance of hazardous waste		
	Work in a manner which underpins effective performance		
701	Plan an organisation's workforce		
	Be able to identify workforce requirements for an organisation		
	Be able to review the current workforce of an organisation against identified requirements		
	Be able to plan how an organisation's workforce requirements will be met		
	Be able to communicate workforce plans to relevant individuals		

Expert/Witness Status list

Candidate name

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

*** Status**

1 Occupational expert meeting specific requirements for role of expert witness

3 Non expert familiar with the standards

2 Occupational expert not familiar with the standards

4 Non expert not familiar with the standards

**** Professional relationship to candidate**

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

Assessment/Action Planning

Candidate Name _____ Assessor Name _____ Date _____

Review of previous plan

Record of session

Feedback on session

Actions to be reviewed at next session	Date

Units/Outcomes completed

--	--	--	--	--	--

Signature of candidate

Signature of assessor

Summary of Achievement

Candidate name: _____

Candidate enrolment number: _____

Unique candidate number: _____

Centre number: _____

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

Please see unit achievement list on the next page.

Assessor(s)

Assessor(s) Name (print) 1. _____ 2. _____ 3. _____

Signature: _____

Countersigning Assessor(s) Name (print) 1. _____ 2. _____ 3. _____

Signature: _____

Internal Verifier(s)

Internal Verifier(s) Name (print) 1. _____ 2. _____ 3. _____

Signature: _____

Countersigning Internal Verifier(s) (print) 1. _____ 2. _____ 3. _____

Signature: _____

Summary of Achievement

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

Declaration

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

Units achieved

Unit Number	Date achieved	Candidate signature	Assessor signature	Countersigning Assessor signature*	Internal verifier signature	Countersigning IV signature*

*where applicable

Level:	1
Credit value:	3
Recommended GLH:	20

Unit aim

This unit is about collecting waste safely in accordance with the organisation's guidelines.

Learning outcomes

1. Be able to collect waste.
2. Be able to operate equipment.
3. Be able to use and communicate information.
4. Be able to resolve problems arising from collecting waste.
5. Understand the regulation procedures and requirements for manual collection of waste.
6. Understand the specific regulation procedures and requirements for manual collection of waste.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to collect waste									
1	Leave the designated collection area clean and safe								
2	Use Personal Protective Equipment (PPE) in accordance with organisational procedures								
3	Follow all health and safety and work procedures and instructions throughout the collection process								
4	Make sure there is safe access to the waste to be collected								
5	Collect waste, using manual and mechanical handling techniques, in a manner which avoids the risk of injury to self and others								
6	Reject waste and deal with non-conforming waste in accordance with organisational procedures								
7	Check and confirm containers contain the correct classification of waste								
8	Use the proper manual handling techniques for the different types of containers								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to operate equipment									
1	Follow organisational and manufacturer’s procedures to operate machinery and equipment safely								
2	Report faults and defects as soon as possible in line with operational procedures								
3	Work in a manner which reduces the risk of injury and disease to self and others, and avoids risk of harm to self, others and the environment								
4	Operate equipment in a safe and efficient manner in accordance with risk assessment and equipment operating procedures.								
		Type of evidence →							

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

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to use and communicate information								
1	Give and request information to and from designated person							
2	Check the collection documentation is accurate and complete							
		Type of evidence →						

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

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to resolve problems arising from collecting waste								
1	Report promptly any circumstances which affect the collection of the waste, in accordance with operational procedures							
2	Report any damage which results from the collection process, in accordance with operational procedures							
3	Resolve problems within limits of your own responsibility							
		Type of evidence →						

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

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

Understand the specific regulation procedures and requirements for manual collection of waste

You must be able to describe appropriately:		PRN
1	waste collection schemes relevant to the organisation	
2	the safe working areas and hazards associated with loading waste	
3	the characteristics of different types of collection receptacle and how to handle them	
4	the reasons for rejecting waste	
5	information required for the completion of organisational documentation	
6	equipment operating procedures and the importance of carrying them out correctly.	
You must be able to determine:		PRN
7	how to deal with non-conforming waste	
8	how to avoid the risk of injury and disease	
9	how to minimise the risk of harm to oneself and the environment	
10	how to deal with hazardous waste	
11	how to deal with unsuitable and damaged collection equipment.	

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance								
1	Recognise and act when others need support							
2	Take responsibility for resolving problems in your work area							
		Type of evidence →						

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

Level:	1
Credit value:	7
Recommended GLH:	70

Unit aim

This unit is about complying with waste processing procedures.

Learning outcomes

1. Be able to process received waste in accordance with operational procedures.
2. Be able to use and communicate data and information to comply with waste processing procedures.
3. Be able to resolve problems which arise from processing waste.
4. Understand the regulation procedures and requirements for processing received waste.
5. Understand the specific regulation procedures and requirements for processing received waste.
6. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 102

Process received waste

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to process received waste in accordance with operational procedures							
1	Maintain personal standards of hygiene and conduct						
2	Use the designated methods when handling waste for processing						
3	Select and use the designated personal protective equipment (PPE)						
4	Confirm the waste to be processed complies with waste acceptance procedures						
5	Determine the types of waste and the methods of processing them which needs to be used						
6	Reject unacceptable waste procedures and ensure it is dealt with in the proper way						
7	Take immediate steps to deal with the spillage of waste and any release of contamination to the environment						
8	Make sure the cleanliness and hygiene of the facility is maintained at all times						
9	Comply with all health and safety and organisational procedures and instructions						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information to comply with waste processing procedures							
1	Verify the detail in the documentation received with the waste is correct before the waste is processed						
2	Check the process control information for treatment meets the required operational standards						
3	Record and report any defects in equipment, failure to meet processing requirements, and accidents or incidents in accordance with operational procedures						
4	Check the records which will be used for quality assurance purposes are dealt with correctly and are stored securely.						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to resolve problems which arise from processing waste									
1	Alert the designated person promptly to emergencies and accidents which arise on the work site								
2	Follow operational procedures promptly when dealing with accidents which result in personal injury or contamination of people								
3	Take steps to ensure hazards are removed from the site and they are reported to the designated person								
4	Check that unsafe behaviour is avoided in accordance with the responsibilities of the job role and workplace procedures								
5	Report problems that arise within the job role responsibility that cannot be resolved safely								
6	Refer matters: <ul style="list-style-type: none"> to the designated person that affect the integrity of the process, or which pose a health and safety risk 								
		Type of evidence →							

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

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

Understand the specific regulation procedures and requirements for processing received waste

You must be able to:		PRN
1	identify and determine the different types of waste received in a waste facility	
You must be able to describe appropriately:		PRN
2	the waste processing procedures for the site	
3	the different methods of processing waste	
4	the procedures for reporting hazards and removing them from site	
5	documentation and recording procedures to comply with organisational requirements and regulations	
6	environmental permit requirements relating to the processing of wastes	
7	organisational procedures and requirements related to the processing of wastes.	
You must be able to determine:		PRN
8	the waste received matches the description on the documentation	
9	different types of waste is contained and packaged correctly	
10	how to identify unacceptable waste in deliveries	
11	how to handle and process different types of waste and minimise risk	
12	how to deal with accidents and emergencies resulting from spillages and contamination	
13	how to deal with personal injury and accidents to other people	
14	how to prevent processed waste becoming contaminated before it is despatched.	

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to work in a manner which underpins effective performance									
1	Recognise and act when others need support								
2	Take responsibility for resolving problems in your work area								
Type of evidence →									

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

Level:	1
Credit value:	3
Recommended GLH:	30

Unit aim

This unit is about identifying risks and hazards and dealing effectively with emergency procedures as they occur on waste management facilities.

Learning outcomes

1. Be able to operate and control a waste transport vehicle.
2. Be able to transport waste.
3. Be able to use and communicate data and information related to the transportation of waste.
4. Be able to resolve problems which arise with the transportation of waste.
5. Understand the regulation procedures and requirements for transportation of waste.
6. Understand the specific regulation procedures and requirements for transportation of waste.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 103

Transportation of waste

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to operate and control a waste transport vehicle							
1	Carry out daily routine checks on the vehicle in accordance with operational procedures						
2	Check the operational suitability of the vehicle and specialist equipment						
3	Drive and manoeuvre the vehicle safely in line with training and operational procedures						
4	Drive the vehicle in a manner which minimises wear and tear, the risk of accidental damage, and maximises efficiency						
5	Drive in a manner which shows consideration for others, and minimises risk to oneself and the crew						
6	Drive and operate the vehicle legally						
7	Check the load is secure and stable before moving off						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to transport waste							
1	Monitor continuously the condition of the vehicle and its load by observing the vehicle's performance, and report any problems in accordance with operational procedures						
2	Follow operational procedures in the event of accident, breakdown, and other problems						
		Type of evidence →					

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

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to use and communicate data and information related to the transportation of waste									
1	Complete and sign the daily vehicle checks documentation								
2	Report problems which arise from the vehicle check								
3	Record variations in vehicle performance								
4	Complete operational documentation								
5	Check regulatory documentation and signage is completed and positioned accurately								
		Type of evidence →							

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

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to resolve problems which arise with the transportation of waste									
1	Report variations in vehicle performance								
2	Take steps to deal with unsecured or unstable loads								
3	Advise colleagues or managers of situations which require their attention								
4	Report situations which are outside the job role responsibilities in line with operational procedures								
5	Resolve problems to improve vehicle performance								
		Type of evidence →							

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

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

Understand the specific regulation procedures and requirements for transportation of waste		
You must be able to describe appropriately:		PRN
1	vehicle controls, equipment, and their functions	
2	vehicle handling and characteristics	
3	load characteristics and their effects on vehicle performance	
4	the methods of checking vehicle performance	
5	the requirements of the organisation receiving the load	
6	legislation affecting the vehicle, its driver, and its load.	
You must be able to determine:		PRN
7	how to identify variances in vehicle performance, remedy them or report them	
8	how to identify deviations from the schedule of operations	
9	how to establish load stability	
10	how to manoeuvre safely and effectively	
11	how to minimise wear and tear and the risk of accidents	
12	how to deal with accidents, breakdowns or other problems.	
13	how to accommodate special instructions in route and schedule planning	
14	the potential environmental impact of the vehicle and its load.	

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance								
1	Recognise and act when others need support							
2	Take responsibility for resolving problems in your work area							
Type of evidence →								

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

Level:	1
Credit value:	2
Recommended GLH:	20

Unit aim

This unit is about the competence required to work with other people.

Learning outcomes

1. Be able to agree individual work activities when working with others.
2. Be able to complete work activities with others.
3. Be able to use and communicate data and information.
4. Be able to resolve problems which could affect working with others.
5. Understand the regulation procedures and requirements for working with other people.
6. Understand the specific procedures and requirements for working with other people.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 104

Working with other people

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to agree individual work activities when working with others													
1	Agree the division of work with others before beginning work												
2	Plan the best way to carry out the work to performance requirements												
3	Confirm the working methods that will be used to comply with operational requirements												
Type of evidence →													

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to complete work activities with others													
1	Carry out and complete work activities within performance requirements												
2	Check with other people for any difficulties which arise from carrying out the work												
3	Prevent disagreements between people from disrupting work												
Type of evidence →													

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to use and communicate data and information													
1	Complete work documentation in accordance with operational requirements												
2	Provide colleagues with information to enable them to undertake work in accordance with operational requirements												
3	Obtain, and communicate to colleagues, information that is needed to enable tasks to be undertaken effectively and safely												
Type of evidence →													

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

Performance evidence required		Portfolio Ref Number (PRN)								
Be able to resolve problems which could affect working with others										
1	Notify the designated person when work is likely to be completed later than a pre-agreed schedule									
2	Report instances of unsafe or disruptive behaviour in accordance with operational procedures									
3	Report problems arising within own area of responsibility to the designated person									
4	Notify matters outside the responsibility of the job role to the designated person									
Type of evidence →										

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

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

Understand the specific procedures and requirements for working with other people	
You must be able to determine:	PRN
1	how to develop productive working relationships with colleagues
2	the nature of other people's work
3	how each person's work affects each other
4	how to resolve misunderstandings
5	how to make helpful contributions to work-related meetings and discussions
6	how to recognise difficulties in own work
7	different styles of working.

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Recognise and act when others need support								
2	Take responsibility for resolving problems in your work area								
		Type of evidence →							

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

Unit 105

Direct waste delivery crews on a waste management facility

Level:	1
Credit value:	2
Recommended GLH:	20

Unit aim

This unit is about controlling waste deliveries arriving at a waste management facility.

Learning outcomes

1. Be able to confirm the suitability of vehicles for entry to the facility.
2. Be able to direct waste delivery crews to unloading or holding areas.
3. Be able to use and communicate data and information in accordance with operational procedures.
4. Be able to resolve problems which arise from directing waste delivery crews.
5. Understand the regulation procedures and requirements for directing waste delivery crews on a waste management facility.
6. Understand the specific regulation procedures and requirements for directing waste delivery crews on a waste management facility.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 105

Direct waste delivery crews on a waste management facility

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to confirm the suitability of vehicles for entry to the facility							
1	Check that visiting drivers or crew members who are not wearing appropriate PPE remain in the vehicle cab at all times when it is on the site						
2	Select and use the designated personal protective equipment (PPE) in accordance with operational procedures						
3	Check and confirm waste delivery vehicles and their loads are suitable for the current conditions on the facility						
4	Comply with operational regulations and guidelines for maintaining security on the facility						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to direct waste delivery crews to unloading or holding areas							
1	Check visiting drivers and crews understand the site rules and provide them with instructions required for vehicle movements and waste operations on the facility						
2	Direct drivers and crews delivering waste to the designated area for discharge						
3	Direct drivers and crews that arrive with unacceptable waste to a holding area and seek further instructions from the designated person						
4	Ensure delivery vehicle crews adhere to safety signage and speed limits						
		Type of evidence →					

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

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to use and communicate data and information in accordance with operational procedures								
1	Report promptly - to the designated person - when a vehicle or its load does not meet organisational requirements							
2	Check documents for wastes being accepted are completed accurately and legibly, and they are stored in the designated place							
3	Provide vehicle crews with clear and precise instructions for unloading or waiting in a holding area							
4	Report immediately to the designated person any incidents, accidents and emergencies that arise within the responsibility of the job role							
5	Complete the facility reporting documentation for incidents or near-misses, accidents and emergencies							
6	Report breaches of site security and defects arising on site equipment							
		Type of evidence →						

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

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to resolve problems which arise from directing waste delivery crews								
1	Ensure unaccompanied drivers receive assistance to manoeuvre their vehicles safely on site							
2	Arrange to have spillages from unloading of vehicles to be cleared up as quickly as possible							
3	Inform the driver before the vehicle leaves the site if a fault that may affect its roadworthiness is noticed							
		Type of evidence →						

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

Understand the regulation procedures and requirements for directing waste delivery crews on a waste management facility		
You must be able to describe appropriately:		PRN
1	details of operational procedures and documentation	
2	operational procedures and why it is important to comply with them.	
You must be able to determine:		PRN
3	the classifications and types of waste	
4	the potential hazards associated with different wastes	
5	how to identify work-related hazards and risks	
6	how to deal constructively with colleagues and other people and resolve disagreements	
7	how to use personal protective equipment (PPE) in line with operational procedures	
8	the limits of the job responsibility when communicating with others.	

Understand the regulation procedures and requirements for directing waste delivery crews on a waste management facility		
You must be able to describe appropriately:		PRN
1	the organisational regulations, site rules for visitors and operating procedures for the facility.	
You must be able to determine:		PRN
2	how to recognise that vehicles are suitable for the site and any conditions affecting the site	
3	how to identify loads and check the documentation for them is correct	
4	the current facility conditions and implications for vehicles manoeuvring and unloading	
5	how to recognise and interpret identification codes for hazardous loads	
6	how to respond to any incidents, accidents and emergencies arising during site operations.	

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance								
1	Recognise and act when others need support							
2	Take responsibility for resolving problems in your work area							
		Type of evidence →						

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

Level:	1
Credit value:	7
Recommended GLH:	70

Unit aim

This unit defines the competence required to comply with the despatch of wastes procedures. It involves ensuring the processed waste is stored adequately and remains uncontaminated before it is despatched. It involves being diligent with regard to hazards and taking steps to remove them in accordance with site procedures.

Learning outcomes

1. Be able to despatch processed waste in accordance with operational procedures.
2. Be able to use and communicate data and information.
3. Be able to resolve problems which arise from despatching stored and received waste.
4. Understand the regulation procedures and requirements for despatching stored and received waste.
5. Understand the specific regulation procedures and requirements for despatching stored and received waste.
6. Be able to work in a manner which underpins performance.

Assessment

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

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

Unit 106

Despatch stored and received waste

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to despatch processed waste in accordance with operational procedures							
1	Make sure the processed waste to be despatched does not become contaminated						
2	Make sure the processed waste to be despatched is suitably contained and meets all process requirements						
3	Store the processed waste and residues in the areas designates for waste transfer or disposal						
4	Check that all regulations are complied with by the collector when despatching waste or waste for disposal						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information							
1	Report to the designated person when the storage facilities do not meet operational requirements						
2	Complete all documentation for the despatch of waste consignments and check the details for the waste to be despatched are correct						
3	Check the despatch information meets the required operational standards						
4	Record and report any defects in equipment, failure to meet despatch requirements, and any accidents or incidents						
5	Check the records which will be used for quality assurance purposes are dealt with correctly and are stored securely in accordance with organisational procedures						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to resolve problems which arise from despatching stored and received waste									
1	Alert the designated person promptly to emergencies, accidents and near misses which arise on the work site								
2	Follow operational procedures promptly when dealing with accidents which result in personal injury or contamination of people								
3	Take steps to ensure hazards are removed from the site and they are reported to the designated person								
4	Check that unsafe behaviour is avoided in accordance with the responsibilities of the job role and workplace procedures								
5	Report problems that arise within the job role responsibility that cannot be resolved safely								
6	Refer matters to the designated person that affect the despatch process, or which pose a health and safety risk								
		Type of evidence →							

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

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

Understand the specific regulation procedures and requirements for despatching stored and received waste		
You must be able to:		PRN
1	describe appropriately the waste despatch procedures for the site	
2	describe appropriately the different methods of despatching wastes	
3	describe appropriately the procedures for reporting hazards and removing them from site	
4	describe appropriately documentation and recording procedures to comply with organisational requirements and regulations	
5	describe appropriately organisational procedures and requirements related to the despatch of wastes	
6	determine the waste being despatched matches the description on the documentation	
7	determine how to contain and package wastes correctly	
8	determine how to handle and despatch different types of waste and minimise risk	
9	determine how to deal with accidents and emergencies resulting from spillages and contamination	
10	determine how to deal with personal injury and accidents to other people	
11	determine how to prevent processed waste becoming contaminated before it is despatched.	

Performance evidence required	Portfolio Ref Number (PRN)						
Be able to work in a manner which underpins performance							
1	Recognise and act when others need support						
2	Take responsibility for resolving problems in your work area						
Type of evidence →							

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

Level:	1
Credit value:	4
Recommended GLH:	40

Unit aim

This unit is about carrying out general site duties in a safe way.

Learning outcomes

1. Be able to carry out general duties safely.
2. Be able to store tools, equipment and consumable materials safely.
3. Be able to use and communicate data and information.
4. Be able to report problems to the designated person.
5. Understand the regulation procedures and requirements for general duties on waste facilities.
6. Understand the specific regulation procedures and requirements for general duties on waste facilities.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to carry out general duties safely							
1	Confirm own understanding of the work instructions given for carrying out the work required						
2	Check risk assessments are in place						
3	Select and use personal protective equipment (PPE)						
4	Select and use the tools and equipment designated for the job for all tasks to be carried out/undertaken						
5	Check the tools and equipment selected are safe, are serviceable, and are in a useable condition						
6	Clean tools and equipment when their use is finished at the end of each day, and return them to storage						
7	Comply with safe working practice and procedures						
8	Handle waste materials in the way specified in procedures						
9	Dispose of used consumable materials in accordance with operational requirements						
10	Comply with procedures and guidelines for maintaining security in the place where the work has been done						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to store tools, equipment and consumable materials safely							
1	Return unused consumable materials to the store						
2	Keep storage areas clean and tidy and make sure access is clear and unobstructed						
3	Store tools, equipment, PPE, and consumable materials in the designated place in accordance with operational requirements						
		Type of evidence →					

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

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to use and communicate data and information								
1	Ensure that other people likely to be affected by tasks being carried out by them are notified and informed of any risks							
2	Complete all documentation for work that you carry out if you are required to do so							
3	Ensure documentation is legible and clear, and seek confirmation from a person in authority if there are any doubts or discrepancies							
		Type of evidence →						

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

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to report problems to the designated person								
1	Report unauthorised removal of tools, equipment or consumable materials from stores or the working area to a designated person							
2	Report faults and damage to tools and equipment rendering them unusable or unsafe							
3	Report hazards and significant risks encountered while working							
		Type of evidence →						

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

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

Understand the regulation procedures and requirements for general duties on waste facilities

You must be able to describe appropriately:		PRN
1	the procedures to ensure risks are under control	
2	approved methods to carry out tasks	
3	storage methods for tools, equipment and consumable	
4	documentation required to comply with operational requirements	
5	methods for the safe disposal of used consumable and waste materials.	
You must be able to determine:		PRN
6	how to recognise and handle safely substances that are hazardous to health	
7	how to deal safely with statutory and other nuisance	
8	the tools, equipment, PPE, and consumable materials that are subject to damage	
9	how to store tools, equipment, PPE, and consumable materials in a way which prevents them from being accidentally damaged and to ensure the safety of oneself and others	
10	the effects of weather on consumable materials in use and in storage	
11	how to use hand tools and equipment correctly and safely	
12	the characteristics of consumable materials and how to use them safely in compliance with operational procedures	
13	consumable materials requiring specialised or secure storage	
14	how to check for damage and faults in tools and equipment and appropriate method of cleaning them	
15	when it is safe to proceed with work tasks when work has been suspended because of a risk or hazard.	

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance								
1	Recognise and act when others need support							
2	Take responsibility for resolving problems in your work area							
Type of evidence →								

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

Unit 108

Maintain the security of waste management facilities

Level:	1
Credit value:	7
Recommended GLH:	23

Unit aim

This unit is about maintaining security of the premises and the equipment and materials used there.

Learning outcomes

1. Be able to maintain the security of the premises, equipment and materials.
2. Be able to use and communicate data and information.
3. Be able to resolve problems which arise from maintaining security.
4. Understand the regulation procedures and requirements for maintaining the security of waste management facilities.
5. Understand the specific regulation procedures and requirements for maintaining the security of waste management facilities.
6. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 108

Maintain the security of waste management facilities

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to maintain the security of the premises, equipment and materials									
1	Follow all organisational procedures where you are a lone worker								
2	Maintain personal visibility in poor light conditions when opening and securing premises								
3	Check the integrity of the access to the premises on arrival and follow the correct entering procedures								
4	Carry out a general visual check of premises internally and externally for anything unusual								
5	Store equipment and materials safely and securely when not in use								
6	Check plant and equipment - not stored in a secure place - are immobilised when not in use								
7	Check all keys for vehicles and plant stored on site, and keys for internal access, are adequately labelled and stored securely when not in use								
8	Check that any waste stored in the facility is in a suitable safe and stable condition to be left in situ after the premises have been secured								
9	Turn off lights and power supplying equipment not required for security								
10	Follow the correct exit procedures - including setting alarm systems that are fitted - and secure the premises								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information							
1	Comply with operational procedures or guidelines for maintaining security of equipment and information						
2	Report any actual, or potential, breaches of security in accordance with operational procedures						
3	Store confidential information securely						
4	Ensure spare keys for access to the facility, and for vehicles and equipment kept on site, are correctly labelled and securely stored in a designated place off site						
5	Check documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies						
6	Check records of consumable resources used, and held in stock, are up-to-date						
7	Report any excesses, shortages or recording errors for consumables stored on site to the designated person						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems which arise from maintaining security							
1	Arrange for damaged or insecure gates, doors, or window locks or catches to be repaired or replaced to enable the premises to be secured when not in use						
2	Arrange for lights that are not working to be restored to full working order						
3	Arrange for damage to the facility, or security equipment, to be repaired in accordance with operational procedures						
		Type of evidence →					

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

Understand the regulation procedures and requirements for maintaining the security of waste management facilities		
You must be able to describe appropriately:		PRN
1	the classifications and types of waste	
2	the potential hazards associated with different wastes	
3	details of operational procedures and documentation	
4	operational procedures and why it is important to comply with them.	
You must be able to determine:		PRN
5	the classifications and types of waste	
6	the potential hazards associated with different wastes	
7	details of operational procedures and documentation	
8	operational procedures and why it is important to comply with them.	

Understand the specific regulation procedures and requirements for maintaining the security of waste management facilities		
You must be able to describe appropriately:		PRN
1	entering and leaving procedures for the facility	
2	other methods of securing equipment and materials.	
You must be able to determine:		PRN
3	how to recognise and report suspicious occurrences	
4	how to recognise and report breaches of security	
5	what information about the organisation is confidential	
6	why information about clients and visitors should be kept confidential	
7	how to check use of consumable resources	
8	how to immobilise machinery and equipment	
9	location and security of keys for vehicles and plant.	

Performance evidence required	Portfolio Ref Number (PRN)						
Be able to work in a manner which underpins effective performance							
1	Recognise and act when others need support						
2	Take responsibility for resolving problems in your work area						
		Type of evidence →					

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

Unit 109

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

Level:	1
Credit value:	2
Recommended GLH:	10

Unit aim

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

Learning outcomes

1. Understand how to prepare for handling and lifting loads.
2. Understand procedures and instructions for handling and lifting loads.
3. Be able to handle and lift loads.

Assessment

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

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

Unit 109

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

Understand how to prepare for handling and lifting loads		
You must be able to:		PRN
1	describe the process for identifying if loads are safe to move	
2	explain the reasons for planning a route when moving loads	
3	give examples of safe handling techniques.	

Understand procedures and instructions for handling and lifting loads		
You must be able to:		PRN
1	describe company guidelines and procedures for safe handling and moving loads	
2	describe the relevant health and safety regulations for the safe handling and movement of loads	
3	give examples of the consequences of using unsafe techniques to self and others.	

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to handle and lift loads									
1	Select safe and efficient routes for moving items								
2	Wears assigned personal protection equipment when moving loads								
3	Use safe and approved handling techniques when moving loads								
4	Resolves problems within own area of personal responsibility								
5	Report problems outside own personal responsibility to resolve to designated personnel								
		Type of evidence →							

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

Level:	1
Credit value:	3
Recommended GLH:	30

Unit aim

This unit is about using mechanically operated machinery and equipment to move waste loads.

Learning outcomes

1. Be able to prepare to use mechanical handling equipment to load, move and unload waste.
2. Be able to load, move and unload waste using mechanical handling equipment.
3. Be able to use and communicate data and information.
4. Be able to resolve problems which arise from mechanically handling waste.
5. Understand the regulation procedures and requirements for mechanically handling waste.
6. Understand the specific regulation procedures and requirements for mechanically handling waste.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 110

Mechanically handle waste

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to prepare to use mechanical handling equipment to load, move and unload waste							
1	Select and use the designated personal protective equipment (PPE) in compliance with operational requirements						
2	Undertake daily checks and confirm the mechanical handling equipment and its attachments and accessories are working in accordance with operational and manufacturer's procedures						
3	Check all required certification is in date for the piece of equipment to be used						
4	Check that risk assessments have been completed before operations are started						
5	Confirm the machine complies with legal requirements where it is used on the public highway						
		Type of evidence →					

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

Performance evidence required		Portfolio Reference No. (PRN)					
Be able to load, move and unload waste using mechanical handling equipment							
1	Operate machinery in accordance with work instructions and organisational procedures						
2	Comply with organisational procedures for lone working						
3	Make sure the machine is operated within its safe working limit						
4	Operate mechanical handling equipment in a manner which minimises the potential for damage to colleagues, pedestrians, and other vehicles						
5	Keep the working area clean, tidy, and in a safe condition						
6	Comply with operational procedures and documents when handling waste						
7	Check and confirm the equipment to be used is suitable for the characteristics of the waste						
8	Make sure that the waste is handled in a safe manner						
9	Make sure the load being handled is stable at all times						
10	Make sure the work area is free from obstructions at all times during operations						
11	Monitor the work environment continuously to minimise risk.						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information							
1	Provide information to others to complete all documentation associated with the handling of the load						
2	Report situations where waste does not comply with documentation						
3	Report defects on equipment, and in the work area, when handling waste						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems which arise from mechanically handling waste							
1	Deal with emergencies and spillages in line with operational procedures						
2	Rectify and resolve any discrepancies between the paperwork and the waste before it is loaded or unloaded						
3	Check defects in the specialist handling equipment are rectified before using it						
4	Take steps immediately in accordance with operational procedures to ensure unsafe conditions are dealt with						
5	Advise colleagues or managers of situations which require their attention						
6	Report situations which are outside the job role responsibilities in line with organisational procedures						
		Type of evidence →					

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

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

Understand the specific regulation procedures and requirements for mechanically handling waste		
You must be able to describe appropriately:		PRN
1	the techniques for handling loads	
2	the legal requirements for operating machines on the public highway.	
You must be able to determine:		PRN
3	how to check on-site risk assessments are in place	
4	the physical and handling characteristics of wastes and containers	
5	how adverse conditions can affect the handling of loads	
6	how to work in a manner which minimises the potential for damage to buildings and vehicles	
7	how to work in a manner that minimises the risk of injury to colleagues and pedestrians	
8	how to recognise and prevent distortion or movement of stored waste whilst picking up and placing loads.	

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance								
1	Recognise and act when others need support							
2	Take responsibility for resolving problems in your work area							
Type of evidence →								

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

Unit 111

Operate equipment to install, remove and replace containers for waste

Level:	1
Credit value:	2
Recommended GLH:	20

Unit aim

This unit is about installing and removing containers for waste.

Learning outcomes

1. Be able to select and install containers for waste in line with operational procedures.
2. Be able to remove and replace containers for waste in line with operational procedures.
3. Be able to use and communicate data and information relating to installing, removing and replacing containers for waste.
4. Be able to resolve problems which arise from installing, removing and replacing containers for waste.
5. Understand the regulation procedures and requirements for installing, removing and replacing containers for waste.
6. Understand the specific regulation procedures and requirements for installing, removing and replacing containers for waste.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 111

Operate equipment to install, remove and replace containers for waste

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to select and install containers for waste in line with operational procedures									
1	Select containers which are suitable for the intended purpose								
2	Prepare containers for use								
3	Select and use personal protective equipment (PPE) in line with operational procedures								
4	Check handling equipment is fit for purpose and safe to use								
5	Load and unload containers to and from vehicles								
6	Install and position containers								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to remove and replace containers for waste in line with operational procedures									
1	Ensure the containers are safely accessible								
2	Use the designated personal protective equipment (PPE)								
3	Check handling equipment is fit for purpose and safe to use								
4	Remove containers and load them safely onto a suitable vehicle								
5	Check that containers are stored in line with operational procedures								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to use and communicate data and information relating to installing, removing and replacing containers for waste													
1	Follow all operational procedures where you are a lone worker												
2	Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies												
3	Complete documentation in accordance with operational procedures												
4	Record out of specification, misused or damaged containers in accordance with operational procedures												
Type of evidence →													

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to resolve problems which arise from installing, removing and replacing containers for waste													
1	Make arrangements for clearing blockages to access for delivering or removing containers												
2	Arrange for out of specification, misused or damaged containers to be removed from service in accordance with operational procedures												
3	Report promptly situations where security at premises does not comply with organisational expectations or requirements												
4	Report defective equipment to the designated person												
5	Report discrepancies in the information being used when installing and removing containers to the designated person												
6	Report incidents, accidents, and near-misses in accordance with operational procedures												
Type of evidence →													

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

Understand the regulation procedures and requirements for installing, removing and replacing containers for waste

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

Understand the specific regulation procedures and requirements for installing, removing and replacing containers for waste

You must be able to describe appropriately:		PRN
1	safe loading and unloading procedures	
2	load restraint techniques.	
You must be able to determine:		PRN
3	how to identify containers for waste	
4	how to select containers suitable for requirements	
5	the nature and characteristics of containers for waste	
6	how to deal with poor labelling or identification of containers for waste	
7	how to prepare containers for waste for use	
8	how to operate handling equipment safely	
9	how to recognise and record defects	
10	the nature of defects and methods to deal with them	
11	how to deal with incidents, accidents, and near misses.	

Performance evidence required	Portfolio Reference No. (PRN)							
Be able to work in a manner which underpins effective performance								
1	Recognise and act when others need support							
2	Take responsibility for resolving problems in your work area							
		Type of evidence →						

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

Unit 112

Support safety around waste collection vehicles

Level:	1
Credit value:	2
Recommended GLH:	20

Unit aim

This unit is about maintaining the safety of vehicle movements in the workplace, facility or client premises.

Learning outcomes

1. Be able to support safe operations of the waste collection vehicle.
2. Be able to keep people safe from waste collection vehicle movements.
3. Be able to use and communicate data and information.
4. Be able to resolve problems which arise from vehicle safety.
5. Understand the regulation procedures and requirements for supporting safety around waste collection vehicles.
6. Understand the specific regulation procedures and requirements for supporting safety around waste collection vehicles.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 112

Support safety around waste collection vehicles

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to support safe operations of the waste collection vehicle							
1	Select and use the designated PPE before starting operations in accordance with the operational requirements						
2	Check and test the vehicle safety systems on a daily basis before starting work						
3	Help to rectify faults which are caused by malfunctioning systems, obscured safety features and illegible notices and signs						
4	Check that safety and amenity equipment carried on the vehicle is in place and suitable for use						
5	Replenish missing health, safety or welfare consumables and PPE needed for the proper operation of the vehicle and safety of the crew						
6	Clean and reset dirty or obscured safety signs, mirrors, observational devices or operating information notices on the vehicle						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to keep people safe from waste collection vehicle movements							
1	Give clear hand signals to assist the driver when the vehicle is being manoeuvred						
2	Minimise inconvenience to other road users by checking and confirming their whereabouts when the waste collection vehicle is manoeuvring on a public highway						
3	Take steps to ensure pedestrians and other road users are at a safe distance from the vehicle when it is manoeuvring or when its mechanisms are operating						
4	Be responsible for the security of the vehicle when on operations in the absence of the driver						
		Type of evidence →					

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

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to use and communicate data and information									
1	Use the work documents provided to ensure any information needed for the work is not missed								
		Type of evidence →							

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

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to resolve problems which arise from vehicle safety									
1	Inform the driver immediately if a fault is found in the vehicle safety systems								
2	Reset any emergency stops on the vehicle when it is safe to do so								
3	Report to the designated person - on a daily basis - situations encountered on operational duty which are uncontrolled or inappropriately controlled								
4	Report situations where personnel or vehicle safety is compromised in accordance with operational procedures								
5	Report defective equipment promptly to the driver or designated person in the driver's absence								
		Type of evidence →							

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

Understand the regulation procedures and requirements for supporting safety around waste collection vehicles		
You must be able to determine:		PRN
1	the classifications and types of waste	
2	the potential hazards associated with different wastes	
3	details of operational procedures and documentation	
4	operational procedures and why it is important to comply with them	
5	how to identify work-related hazards and risks	
6	how to deal constructively with colleagues and other people and resolve disagreements	
7	how to use personal protective equipment (PPE) in line with operational procedures	
8	the limits of the job responsibility when communicating with others.	

Understand the specific regulation procedures and requirements for supporting safety around waste collection vehicles

You must be able to describe appropriately:		PRN
1	the purpose and normal operation of vehicle safety systems	
2	the importance of vehicle and safety checks.	
You must be able to determine:		PRN
3	how to recognise faults in lighting systems, warning systems, notices and signs	
4	how to clean obscured screens, lights, and notices	
5	hand signals to use in order to communicate with the driver	
6	manoeuvring capabilities of the vehicle in forward and reverse	
7	the driver's field of vision from the driving seat	
8	the rights of way on the road	
9	methods of signalling to other road users	
10	the dangers which could arise from manoeuvring a vehicle	
11	how to ensure the vehicle is locked and keys removed to prevent unauthorized access to it	
12	how to immobilise vehicles and loading equipment safely to prevent unauthorised people interfering with the vehicle	
13	how to access and operate health safety and welfare equipment carried on the vehicle.	

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to work in a manner which underpins effective performance									
1	Recognise and act when others need support								
2	Take responsibility for resolving problems in your work area								
Type of evidence →									

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

Level:	1
Credit value:	2
Recommended GLH:	7

Unit aim

This unit is about:

- awareness of relevant current statutory requirements and official guidance
- personal responsibilities relating to workplace safety, wearing appropriate personal protective equipment (PPE) and compliance with warning/safety signs
- personal behaviour in the workplace
- security in the workplace.

Learning outcomes

1. Be able to identify hazards associated with the workplace and record and report in accordance with organisational procedures.
2. Be able to comply with all workplace safety legislation requirements.
3. Be able to comply with and maintain all organisational security arrangements and approved procedures.
4. Be able to comply with all emergency procedures in accordance with organisational policy.

Assessment

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

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

Be able to identify hazards associated with the workplace and record and report in accordance with organisational procedures		
You must be able to:		PRN
1	report and/or record hazards within the workplace and occupations at work	
2	describe typical hazards associated with the occupational area including noise, resources, environmental, substances and articles, obstructions, storage and work activities	
3	state the methods used for reporting hazards in the workplace.	

Performance evidence required	Portfolio Ref Number (PRN)						
Be able to comply with all workplace safety legislation requirements							
1	Select and wear general personal protective equipment (PPE) in the work environment in accordance with legislation and organisational requirements						
2	State when and why PPE should be used, including protective helmets, ear protection, overalls, safety boots and high visibility clothing						
3	Adhere with statutory requirements, safety notices and warning notices displayed within the workplace						
4	Describe which types of safety notices are relevant to the occupational area						
		Type of evidence →					

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

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to comply with and maintain all organisational security arrangements and approved procedures									
1	Maintain security of the workplace by following organisational procedures relating to:								
	- during the working day								
	- on completion of the day's work								
2	Explain how security procedures are implemented within the workplace								
Type of evidence →									

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

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to comply with all emergency procedures in accordance with organisational policy									
1	Follow organisational procedures for accidents and emergencies associated with the type of work being undertaken and the work environment								
2	State the types of fire extinguishers available and describe how and when they are used								
Type of evidence →									

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

Unit 201

Comply with emergency procedures on waste management activities

Level:	2
Credit value:	3
Recommended GLH:	30

Unit aim

This unit is about identifying risks and hazards and dealing effectively with emergency procedures as they occur on waste management facilities.

Learning outcomes

1. Be able to respond to emergency situations involving accidents to people.
2. Be able to respond to emergency situations involving accidents on the work site.
3. Be able to minimise the effect of an emergency.
4. Be able to use and communicate data and information.
5. Be able to report problems that could affect compliance with emergency procedures.
6. Understand the regulation procedures and requirements for complying with emergency procedures on waste management activities.
7. Understand specific regulation procedures for complying with emergency procedures on waste management activities.
8. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 201

Comply with emergency procedures on waste management activities

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to respond to emergency situations involving accidents to people							
1	Raise the alarm in accordance with workplace procedures for accidents to people						
2	Alert other workers and managers promptly when someone is involved in an accident						
3	Contact the designated first-aider(s) and request first aid treatment as quickly as possible						
4	Give any injured people comfort and reassurance						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to respond to emergency situations involving accidents on the work site							
1	Raise the alarm using mechanical or electronic means on discovering an emergency						
2	Notify the designated personnel promptly when there is a major service failure						
3	Alert people promptly to emergencies which arise on your work site						
4	Take steps to ensure the emergency services are called in accordance with workplace procedures						
5	Notify designated personnel promptly if you encounter any suspicious situations that may cause an emergency						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to minimise the effect of an emergency							
1	Check that your actions taken during an emergency reflect the seriousness of the situation but do not cause panic to other people						
2	Take action to minimise any environmental damage that may occur through spillage or release of hazardous substances in accordance with workplace procedures						
3	Use emergency first aid equipment and other emergency equipment in accordance with workplace procedures						
4	Ensure your response to emergencies minimises the risk to yours and others' personal safety and minimises damage to equipment and resources						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information							
1	Notify the designated person promptly when raising an alarm						
2	Report unsafe equipment and hazardous locations that have the potential to cause an accident						
3	Report situations which emerge from visual inspections or monitoring data which have the potential to pose risks to people						
4	Report high risk hazards which are outside the responsibility of your job role to the designated personnel						
5	Record the details of an accident you witness or in which you are involved in accordance with organisational procedures						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to report problems that could affect compliance with emergency procedures							
1	Deal with unsafe behaviour in accordance with responsibilities of your job role and workplace procedures						
2	Report day-to-day problems within your own area of responsibility						
3	Refer matters outside the responsibility of your job role to designated personnel						
		Type of evidence →					

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

Understand the regulation procedures and requirements for complying with emergency procedures on waste management activities

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

Understand specific regulation procedures for complying with emergency procedures on waste management activities

You must be able to describe appropriately:		PRN
1	the procedures for extinguishing, containing and dispersing fires	
2	the organisational procedures for reporting accidents, incidents and dangerous occurrences.	
You must be able to determine:		PRN
3	how to identify an emergency situation	
4	the importance of raising an alarm and the methods available for doing so	
5	the importance of contacting an individual trained in first aid	
6	how to call the emergency services	
7	how to offer reassurance to individuals affected by the emergency.	

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance								
1	Recognise and act when others need support							
2	Take responsibility for resolving problems in your work area							
Type of evidence →								

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

Unit 202

Conforming to efficient working practices in the workplace

Level:	2
Credit value:	3
Recommended guided learning hours:	10

Unit aim

The aim of this unit is to illustrate the skills, knowledge and understanding required to confirm competence in conforming to efficient working practices in the workplace within the relevant sector of industry.

Learning outcomes

- Communicate with others to establish productive working relationships.
- Follow organisational procedures to maintain good work relationships.
- Maintain appropriate records in accordance with the organisational procedures.

Assessment

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

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

Communicate with others to establish productive working relationships		
You must be able to:		PRN
1	Communicate with colleagues and/or clients to ensure that the work is carried out efficiently	
2	Explain different methods of communicating with line managers, co-workers and clients	
3	Give reasons for using certain methods of communication for particular job activities	
4	Describe the reasons for communicating efficiently and effectively, and the consequences of poor communication	

Performance evidence required		Portfolio Reference Number (PRN)					
Follow organisational procedures to maintain good work relationships							
1	Carry out work in conjunction with other workers and maintain harmonised relationships						
2	Explain how organisational work procedures are applied to maintain good working relationships with line managers, co-workers and clients						
3	State the reasons for effective working relationships with line managers, co-workers and clients						
4	Describe the consequences for efficient working if relationships with line managers, co-workers and clients are poor						
Type of evidence →							

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

Performance evidence required		Portfolio Reference Number (PRN)					
Maintain appropriate records in accordance with the organisational procedures							
1	Complete relevant documentation according to the occupation in accordance with organisational procedures						
2	Describe how to maintain documentation in accordance with organisational procedures relating to:						
	- job cards						
	- worksheets						
	- material/resource lists						
	- time sheets.						
3	Explain the reasons for ensuring documentation is completed clearly and within given timescales						
		Type of evidence →					

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

Unit 203

Contribute to the sustainability, maintenance and preservation of the environment

Level:	2
Credit value:	2
Recommended GLH:	4

Unit aim

This unit is about contributing to the protection of the environment.

Learning outcomes

1. Be able to operate and look after equipment and materials so as to reduce environmental damage.
2. Be able to carry out work in a manner which minimises environmental damage.
3. Be able to make sure work is carried out in accordance with approved procedures and practices.
4. Be able to recognise any likely or actual environmental damage and take the appropriate action.
5. Be able to identify improvements to approved procedures and practices in terms of environmental good practice and take the appropriate action.
6. Be able to demonstrate that you have the knowledge and understanding to contribute to the sustainability, maintenance and preservation of the environment.

Assessment

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

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

Unit 203

Contribute to the sustainability, maintenance and preservation of the environment

Performance evidence required		Portfolio Reference No. (PRN)							
Be able to operate and look after equipment and materials so as to reduce environmental damage									
1	Operate and look after equipment and materials so as to reduce environmental damage:								
	<ul style="list-style-type: none"> recyclable materials 								
	<ul style="list-style-type: none"> static and mobile plant 								
	<ul style="list-style-type: none"> pollution 								
	<ul style="list-style-type: none"> physical disturbance. 								
Type of evidence →									

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

Performance evidence required		Portfolio Reference No. (PRN)							
Be able to carry out work in a manner which minimises environmental damage									
1	Carry out work in a manner which minimises environmental damage:								
	<ul style="list-style-type: none"> pollution 								
	<ul style="list-style-type: none"> physical disturbance. 								
Type of evidence →									

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

Performance evidence required		Portfolio Reference No. (PRN)							
Be able to make sure work is carried out in accordance with approved procedures and practices									
1	Make sure work is carried out in accordance with approved procedures and practices. Health, safety and environmental related to:								
	<ul style="list-style-type: none"> the individual and others 								
	<ul style="list-style-type: none"> the organisation 								
	<ul style="list-style-type: none"> regulatory and statutory requirements 								
	<ul style="list-style-type: none"> relevant company policies 								
	<ul style="list-style-type: none"> risk assessment. 								
Type of evidence →									

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to recognise any likely or actual environmental damage and take the appropriate action							
1	Recognise any likely or actual environmental damage and take the appropriate action:						
	<ul style="list-style-type: none"> • pollution • physical. 						
2	Recognise health, safety and environmental incidents related to:						
	<ul style="list-style-type: none"> • the individual and others 						
	<ul style="list-style-type: none"> • the organisation 						
	<ul style="list-style-type: none"> • regulatory and statutory requirements 						
	<ul style="list-style-type: none"> • relevant company policies 						
	<ul style="list-style-type: none"> • risk assessment. 						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to identify improvements to approved procedures and practices in terms of environmental good practice and take the appropriate action							
1	Identify improvements to approved procedures and practices in terms of environmental good practice and take the appropriate action. Health, safety and environmental related to:						
	<ul style="list-style-type: none"> • the individual and others 						
	<ul style="list-style-type: none"> • the organisation 						
	<ul style="list-style-type: none"> • regulatory and statutory requirements 						
	<ul style="list-style-type: none"> • relevant company policies 						
	<ul style="list-style-type: none"> • risk assessment 						
		Type of evidence →					

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

Be able to demonstrate that you have the knowledge and understanding to contribute to the sustainability, maintenance and preservation of the environment

You must be able to:		PRN
1	understand ways in which tools and materials should be used in order to minimise environmental damage	
2	understand the consequences of pollution	
3	understand how to recognise wastage of energy, equipment and materials	
4	understand working methods that will minimise pollution and waste of resources	
5	understand types of damage which may occur, the impact these can have on the environment and the corrective actions to be taken	
6	understand methods of waste disposal which will minimise the risk to the environment.	

Level:	2
Credit value:	6
Recommended GLH:	60

Unit aim

This unit is about the competence required to comply with general health and safety in the working environment.

Learning outcomes

1. Be able to maintain personal hygiene.
2. Be able to comply with safety procedures at the work site.
3. Be able to use and communicate data and information in line with operational procedures.
4. Be able to resolve problems which could affect health and safety.
5. Understand the regulation procedures and requirements for maintaining a healthy and safe working environment for waste management activities.
6. Understand the specific regulation procedures and requirements for maintaining a healthy and safe working environment for waste management activities.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 204

Maintain a healthy and safe working environment for waste management activities

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to maintain personal hygiene							
1	Maintain personal standards of hygiene in accordance with organisational requirements						
2	Select and use the designated personal protective equipment (PPE) in accordance with operational procedures and legislation						
3	Use approved safe working and hygiene methods and techniques when carrying out work activities						
4	Check work areas are kept clean and tidy and contribute to maintaining them in a suitable condition						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to comply with safety procedures at the work site							
1	Follow safe working procedures and practices in accordance with organisational requirements						
2	Carry out work routines in accordance with organisational procedures						
3	Check risk assessments are in place for all aspects of own work, prior to commencing operations, and ensure their requirements are complied with						
4	Keep to specified walkways in the work place						
5	Give warnings to people who might be at risk from hazardous conditions						
6	Comply with the organisation's requirements for lone working situations						
		Type of evidence →					

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

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to use and communicate data and information in line with operational procedures								
1	Report unsafe materials, plant and equipment							
2	Report unsafe locations to the designated person							
3	Report unsafe operating conditions in the work environment							
4	Report hazards which have the potential to be risks							
5	Report emergencies promptly							
		Type of evidence →						

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

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to resolve problems which could affect health and safety								
1	Deal with unsafe behaviour in accordance with responsibilities of the job role and workplace procedures							
2	Take steps to deal with conditions that are hazardous to people							
3	Report problems within own area of responsibility in accordance with operational procedures							
4	Refer, to the designated person, health and safety issues that fall outside the responsibility of the job role							
		Type of evidence →						

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

Understand the regulation procedures and requirements for maintaining a healthy and safe working environment for waste management activities		
You must be able to describe appropriately:		PRN
1	the classifications and types of waste	
2	the potential hazards associated with different wastes	
3	details of operational procedures and documentation	
4	operational procedures and why it is important to comply with them.	
You must be able to determine:		PRN
5	how to identify work-related hazards and risks	
6	how to deal constructively with colleagues and other people and resolve disagreements	
7	how to use personal protective equipment (PPE) in line with operational procedures	
8	the limits of the job responsibility when communicating with others.	

Understand the specific regulation procedures and requirements for maintaining a healthy and safe working environment for waste management activities		
You must be able to describe appropriately:		PRN
1	the organisational requirements for personal hygiene	
2	the importance of good housekeeping	
3	risk assessments in the work place	
4	the organisational requirements for reporting risks, hazards and dangerous incidents	
You must be able to determine:		PRN
5	the differences between a hazard and a risk	
6	the importance of identifying hazards and how to minimise them	
7	the importance of warning others about risks and ways to do it	
8	the different types of plant equipment and potential risks from it	
9	hazard warning signs and their purposes.	

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to work in a manner which underpins effective performance							
1	Recognise and act when others need support						
2	Be receptive to new ways of working						
Type of evidence →							

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

Level:	2
Credit value:	7
Recommended GLH:	12

Unit aim

This unit is about the acceptance of waste.

Learning outcomes

1. Be able to accept waste.
2. Be able to use and communicate data and information in accordance with operational procedures.
3. Be able to resolve problems which arise from the acceptance of waste.
4. Understand the regulation procedures and requirements for acceptance of waste.
5. Understand the specific regulation procedures and requirements for acceptance of waste.
6. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)						
Be able to accept waste								
1	Check the incoming vehicle conforms to the site duty of care requirements							
2	Ensure that vehicles comply with entry and exit procedures and movement around the site							
3	Check the vehicle occupants comply with site health and safety requirements							
4	Check the waste reception area and equipment is operational and safe							
5	Reject unsuitable waste in accordance with organisational procedures							
			Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)						
Be able to use and communicate data and information in accordance with operational procedures								
1	Record all received waste on the required documentation							
2	Report abnormalities in received waste by bringing them to the attention of the designated person							
3	Record and report the reception of any unacceptable waste in accordance with organisational requirements							
4	Report to the designated person when the storage facilities do not meet operational requirements							
5	Report breaches in site security							
6	Report defective equipment							
7	Report problems outside the job role limits of authority							
			Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)						
Be able to resolve problems which arise from the acceptance of waste								
1	Have defects rectified on specialist handling equipment before using it							
2	Take immediate steps, in accordance with operational procedures, where unsafe conditions arise							
		Type of evidence →						

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

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

Understand the specific regulation procedures and requirements for acceptance of waste

You must be able to describe appropriately:		PRN
1	the operational procedures for validation and rejection of waste	
2	limitations on responsibility for the dissemination of information outside the organisation	
3	the transport, acceptance, and rejection documentation to comply with legal and organisational requirements	
4	the Permit or License conditions covering the acceptance of waste at your site.	
You must be able to determine:		PRN
5	how to recognise classifications of waste that you may encounter in your job role	
6	how to deal with documentation which does not comply with site permit or licence or Duty of Care Legislation	
7	other relevant environment permit details applicable to the facility	
8	how to deal with emergencies	
9	the classifications, using European Waste Codes, of waste that can be permitted on the site.	

Performance evidence required	Portfolio Ref Number (PRN)								
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Be able to work in a manner which underpins effective performance

1	Recognise and act when others need support								
2	Take responsibility for resolving problems in your work area								
Type of evidence →									

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

Level:	2
Credit value:	5
Recommended GLH:	50

Unit aim

This unit defines the competences required to deal with basic adjustments to small plant and equipment. It involves understanding how to clean, adjust, lubricate, dismantle and re-assemble simple equipment and doing it in a way which complies with organisational health and safety and quality standards.

Learning outcomes

1. Be able to clean and adjust small plant and equipment.
2. Be able to use and communicate data and information related to small plant and equipment maintenance.
3. Be able to resolve problems which arise during cleaning and adjusting sundry small plant and equipment.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)						
Be able to clean and adjust small plant and equipment								
1	Confirm consents are in place for the work to go ahead before work is started							
2	Select and use the designated personal protective equipment (PPE) in accordance with operational procedures							
3	Check risk assessments before starting the work required							
4	Work in a way which meets health and safety requirements							
5	Make sure the work area is clean and tidy							
6	Inspect tools, equipment and plant for damage and serviceability in accordance with organisational procedures							
7	Use methods and materials according to organisational instructions and procedures							
8	Check, and make sure, the equipment used for handling fluids is clean and uncontaminated before it is used							
9	Make permitted adjustments in accordance with workplace specifications							
10	Use fuels, lubricants or cleaning materials in line with hazardous substances control assessments, data sheets, and workplace instructions							
11	Dispose of waste materials and other residues in accordance with organisational, environmental and health and safety procedures.							
12	Clean up spillages promptly in line with emergency spillage procedures							
13	Confirm all plant and equipment is safe, clean and suitable for its purpose when work is finished							
		Type of evidence →						

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to use and communicate data and information related to small plant and equipment maintenance									
1	Record all routine maintenance and repairs, and breakdown maintenance, which is carried out within the responsibility of the job role								
2	Record all routine and defective equipment within the responsibility of the job role								
3	Check documents for plant and equipment maintenance are completed accurately and legibly and they are stored in the designated place								
4	Report defective equipment that cannot be rectified within the responsibility of the job role								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to resolve problems which arise during cleaning and adjusting sundry small plant and equipment									
1	Remove defective equipment from service and start repair procedures								
2	Label and store defective equipment in a manner which prevents its use by others								
3	Bring hazards that arise in the working area promptly to the attention of the designated person								
4	Confirm, with the designated person, situations where a more qualified person may be required to carry out the work								
5	Arrange for replacement equipment to be available when essential equipment is removed from service for major repair or replacement								
		Type of evidence →							

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

Level:	2
Credit value:	4
Recommended GLH:	14

Unit aim

This unit defines the competences required to monitor environmental conditions to comply with environmental conditions for a waste management facility. It involves using different techniques and approved methods of taking samples for testing and analysis. It requires ensuring monitoring data is recorded and stored securely. It requires understanding the conditions permitted and being able to use data and information to alert people to situations which are non-compliant and need to be resolved.

Learning outcomes

1. Be able to conduct environmental monitoring.
2. Be able to inspect, sample and test waste in line with operational procedures.
3. Be able to use and communicate data and information in line with operational procedures.
4. Be able to resolve problems which arise from conducting environmental monitoring.
5. Understand the regulation procedures and requirements for conducting environmental monitoring on a waste management facility.
6. Understand the specific regulation procedures and requirements for conducting environmental monitoring on a waste management facility.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 207

Conduct environmental monitoring on a waste management facility

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to conduct environmental monitoring							
1	Carry out environmental monitoring to meet the waste management permit requirements for the site						
2	Use approved techniques - for each factor being monitored - in accordance with organisational procedures						
3	Before use ensure that monitoring, and measuring equipment has been correctly calibrated in accordance with organisational procedures						
4	Select and use the designated personal protective equipment (PPE) in accordance with operational procedures						
5	Use sampling and testing instruments and equipment in accordance with manufacturer's specifications						
6	Clean sampling and testing instruments and equipment after use to ensure it is maintained in sound operational condition						
7	Make sure regulations and guidelines for maintaining security are not compromised during monitoring or sampling on or around the site						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to inspect, sample and test waste in line with operational procedures							
1	Carry out visual and physical checks on wastes delivered to the site in compliance with organisational procedures						
2	Verify wastes are correctly labelled and comply with descriptions and specifications contained in the transfer documentation						
3	Sample wastes, using approved methods to have them tested, to verify the description in transfer documentation						
4	Carry out tests which have been authorised						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information in line with operational procedures							
1	Check the completion of documents for wastes being accepted, treated or dispatched, to ensure they are accurate and legible, and store them in the designated place						
2	Record the results of visual checks and physical tests on wastes and record the test results in compliance with operational procedures						
3	Record all environmental monitoring inspections in compliance with organisational procedures						
4	Record and report non-compliance of test samples when they do not meet the description given in transfer documentation						
5	Report to the designated person non-compliance of samples with waste transfer documentation, and arrange for the waste rejection procedures to be initiated						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems which arise from conducting environmental monitoring							
1	Advise colleagues and managers of situations that have the potential to be hazardous to others or to the site and its environment						
2	Report - to the designated person - situations that are outside the responsibility of the job role						
3	Report - to the designated person - breaches of site security						
4	Report defective equipment and make arrangements for its repair or replacement in accordance with organisational requirements						
		Type of evidence →					

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

Understand the regulation procedures and requirements for conducting environmental monitoring on a waste management facility

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

Understand the specific regulation procedures and requirements for conducting environmental monitoring on a waste management facility

You must be able to:		PRN
1	describe appropriately the approved methods for inspecting, sampling and testing wastes	
2	describe appropriately the methods for sampling	
3	describe appropriately the environmental permit requirements for waste management facilities	
4	describe appropriately the procedures for dealing with rejected waste	
5	determine the implications of legal and organisational regulations for environmental monitoring and testing	
6	determine how to select and use techniques relevant to the monitoring process	
7	determine how to calibrate and operate the monitoring and measuring instruments and equipment	
8	determine the risks and threats posed by different types of wastes	
9	determine how to use control documentation and procedures.	

Performance evidence required	Portfolio Reference No. (PRN)							
Be able to work in a manner which underpins effective performance								
1	Recognise and act when others need support							
2	Take responsibility for resolving problems in your work area							
3	Be receptive to new ways of working							
4	Treat people with civility							
		Type of evidence →						

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

Unit 208

Conform to general workplace environmental requirements

Level:	2
Credit value:	3
Recommended GLH:	15

Unit aim

The aim of this unit is to illustrate the skills, knowledge and understanding required to confirm competence in conforming to general environmental requirements in the workplace within the relevant sector of industry.

Learning outcomes

1. Be able to identify environmental aspects.
2. Be able to control waste arising from the operations in your area of responsibility.

Assessment

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

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

Be able to identify environmental aspects		
You must be able to:		PRN
1	describe the environmental aspects that could (actual and potential) have an impact on or pose a hazard to the work activity and adjoining areas	
2	demonstrate the procedure of checking that environmental controls, equipment and materials are in place and operational	
3	demonstrate the organisational procedure for: <ul style="list-style-type: none"> • reporting the use of environmental control equipment or materials 	
	<ul style="list-style-type: none"> • reporting an environmental aspect that may lead to an incident 	
	<ul style="list-style-type: none"> • reporting an environmental incident. 	
	<ul style="list-style-type: none"> • reporting a non-compliance with environmental policies or procedures. 	
4	list the equipment and materials available for use in the event of an environmental incident	
5	demonstrate the correct use of environmental impact/incident equipment/materials	
6	describe the organisational policies and objectives for environmental management	
7	describe the organisational procedures for: <ul style="list-style-type: none"> • environmental monitoring 	
	<ul style="list-style-type: none"> • reporting environmental incidents 	
	<ul style="list-style-type: none"> • recording environmental incidents 	
	<ul style="list-style-type: none"> • rectifying situation where controls or equipment/materials are inoperable or unavailable 	
	<ul style="list-style-type: none"> • dealing with environmental incidents 	
	<ul style="list-style-type: none"> • safe use of equipment when dealing with environmental incidents. 	
8	describe the implications to the organisation in the event of an environmental incident: <ul style="list-style-type: none"> • affecting the workplace 	
	<ul style="list-style-type: none"> • affecting areas outside the workplace. 	
9	list the sources of environmental information in relation to the work activity	
10	demonstrate the sourcing of and use of environmental information.	

Be able to control waste arising from the operations in your area of responsibility

You must be able to:		PRN
1	describe organisational procedures for efficient use of resources and waste reduction	
2	explain why efficient use of resources and waste reduction are important	
3	demonstrate organisational procedures to: <ul style="list-style-type: none">• reduce waste• save energy or resources	
4	demonstrate organisational waste disposal procedures	
5	explain the importance of correct disposal of waste	
6	explain the advantages of segregating different waste types	
7	describe the possible consequences of improper waste disposal.	

Unit 209

Contribute to maintaining sustainable development and environmental good practice at work

Level:	2
Credit value:	5
Recommended GLH:	17

Unit aim

This unit is designed for you to demonstrate your competence in maintaining sustainable development and environmental good practice during work activities. You must take steps to minimise damage to the environment and disturbance to habitats and complete tasks and activities in a way which causes as little damage or disturbance as possible. You must also use resources in accordance with approved procedures and practices, explaining things to others and suggesting improvements where you can. The unit also covers dealing appropriately with pollution incidents.

Learning outcomes

1. Be able to carry out work in a manner which minimises environmental damage.
2. Be able to select and use equipment and materials that minimises environmental damage.
3. Be able to make sure work is carried out in accordance with approved procedures and practices.
4. Be able to recognise any environmental damage and take the appropriate action.
5. Be able to identify improvements to approved procedures and practices in terms of environmental good practice and take the appropriate action.
6. Be able to dispose of waste materials safely and according to relevant approved procedures and practices.
7. Be able to deal with small scale pollution incidents in accordance with approved procedures and practices.
8. Be able to report more serious pollution incidents to the relevant people.
9. Be able to report environmental incidents promptly and accurately in accordance with approved procedures and practices.
10. Be able to contribute to sustainable development during work activities.
11. Be able to demonstrate that you have the knowledge and understanding to contribute to maintaining sustainable development and environmental good practice at work.

Assessment

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

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

Unit 209

Contribute to maintaining sustainable development and environmental good practice at work

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to carry out work in a manner which minimises environmental damage													
1	Carry out work in a manner which minimises environmental damage: pollution; physical disturbance												
												Type of evidence →	

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to select and use equipment and materials that minimises environmental damage													
1	Select and use recyclable materials, static and mobile plant that will minimise environmental damage: Pollution: physical disturbance												
												Type of evidence →	

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to make sure work is carried out in accordance with approved procedures and practices													
1	Make sure work is carried out in accordance with approved procedures and practices: Health, safety and environmental related to:												
	• the individual and others												
	• organisational												
	• regulatory												
	• statutory												
	• relevant company policies												
	• risk assessment.												
												Type of evidence →	

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to recognise any environmental damage and take the appropriate action									
1	Recognise any environmental damage and take the appropriate action: pollution; physical disturbance								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to identify improvements to approved procedures and practices in terms of environmental good practice and take the appropriate action									
1	Identify improvements to approved procedures and practices in terms of environmental good practice and take the appropriate action: Health, safety and environmental related to:								
	• the individual and others								
	• organisational								
	• regulatory								
	• statutory								
	• relevant company policies								
	• risk assessment.								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to dispose of waste materials safely and according to relevant approved procedures and practices									
1	Dispose of waste materials safely and in accordance with relevant approved procedures and practices: Health, safety and environmental related to:								
	• the individual and others								
	• organisational								
	• regulatory								
	• statutory								
	• relevant company policies								
	• risk assessment.								
		Type of evidence →							

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

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to deal with small scale pollution incidents in accordance with approved procedures and practices									
1	Deal with small scale pollution incidents in accordance with approved procedures and practices: Health, safety and environmental related to:								
	• the individual and others								
	• organisational								
	• regulatory								
	• statutory								
	• relevant company policies								
	• risk assessment.								
		Type of evidence →							

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

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to report more serious pollution incidents to the relevant people									
1	Report more serious pollution incidents to the relevant people:								
	• accidents which cause personal injury								
	• changes in an individual's health which puts them at risk.								
		Type of evidence →							

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

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to report environmental incidents promptly and accurately in accordance with approved procedures and practices									
1	Report environmental incidents promptly and accurately in accordance with approved procedures and practices:								
	• accidents which cause personal injury								
	• changes in an individual's health which puts them at risk.								
2	Report health, safety and environmental incidents related to:								
	• the individual and others								
	• organisational								
	• regulatory								
	• statutory								
	• relevant company policies								
	• risk assessment.								
		Type of evidence →							

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

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to contribute to sustainable development during work activities								
1	Contribute to sustainable development during work activities:							
	<ul style="list-style-type: none"> conservation of energy use of resources and equipment to minimise environmental damage. 							
		Type of evidence →						

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

Be able to demonstrate that you have the knowledge and understanding to contribute to maintaining sustainable development and environmental good practice at work		
Implement knowledge and understanding for:		PRN
1	methods to minimise environmental damage during work	
2	the most suitable choice of materials and equipment given the nature of the work activity and its potential impact on the environment	
3	ways in which tools and materials should be used in order to minimise environmental damage	
4	organisational and legislative requirements in terms of minimising environmental damage	
5	types of damage which may occur; the impact these can have on the environment and the corrective actions to be taken.	

Unit 210

Contribute to the provision of customer service in a waste environment

Level:	2
Credit value:	5
Recommended GLH:	26

Unit aim

This unit looks at how to adapt behaviour and contribute to the provision of customer service.

Learning outcomes

1. Know how to contribute to the provision of customer services in logistics operations.
2. Be able to contribute to the provision of customer services in logistics operations.

Assessment

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

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

Unit 210

Contribute to the provision of customer service in a waste environment

Know how to contribute to the provision of customer services in logistics operations		
You must be able to describe appropriately:		PRN
1	Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to:	
	<ul style="list-style-type: none"> • health, safety and security 	
	<ul style="list-style-type: none"> • personal protective equipment 	
	<ul style="list-style-type: none"> • maintaining effective customer relations 	
	<ul style="list-style-type: none"> • personal appearance and hygiene 	
	<ul style="list-style-type: none"> • reporting procedures and systems 	
	<ul style="list-style-type: none"> • recording information 	
	<ul style="list-style-type: none"> • confidentiality • complaints. 	
2	Describe different types of customers in relation to own organisation	
3	Describe the importance of :	
	<ul style="list-style-type: none"> • promoting the organisation's image positively 	
	<ul style="list-style-type: none"> • effective communication • good customer service. 	
4	Identify the services available to customers in own organisation.	
5	Describe the implications of:	
	<ul style="list-style-type: none"> • a negative image on your organisation 	
	<ul style="list-style-type: none"> • poor communication • poor customer service. 	
6	Describe:	
	<ul style="list-style-type: none"> • own role in dealing with customer complaints • the limits of your responsibility. 	
7	Identify who to report to when you are unable to deal with a customer enquiry or request.	

Performance evidence required		Portfolio Ref Number (PRN)									
Be able to contribute to the provision of customer services in logistics operations											
1	Follow all organisational policies and procedures, in relation to contributing to customer services that relate to:										
	• health, safety and security										
	• personal protective equipment										
	• maintaining effective customer relations										
	• personal appearance and hygiene										
	• reporting procedures and systems										
	• recording information										
	• confidentiality										
	• complaints.										
2	Develop positive relationships with customers										
3	Ensure that own personal appearance and hygiene meet organisational policies and standards										
4	Communicate effectively with customers										
5	Ensure that all information available is up-to-date and accurate										
6	Identify customer needs										
7	Deal effectively with customer enquiries										
8	Ensure the customer is promptly informed of any action that is taken										
9	Maintain customer confidentiality										
10	Update customer records accurately										
11	Record customer enquiries and outcomes accurately using the organisation's procedures and systems										
12	Deal with customer complaints effectively										
		Type of evidence →									

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

Level:	2
Credit value:	2
Recommended GLH:	20

Unit aim

This unit defines the competences required to ensure waste deposited in landfill and the operational techniques used are compliant with regulatory conditions. It involves dealing safely with vehicle and plant movements and resolving operational problems which arise.

Learning outcomes

1. Be able to control the deposit of waste on the landfill facility in accordance with operational procedures.
2. Be able to cover and consolidate deposited waste in accordance with operational procedures.
3. Be able to use and communicate data and information.
4. Be able to resolve problems which arise from depositing waste on the landfill facility.
5. Understand the regulation procedures and requirements for controlling and carrying out the landfill operations.
6. Understand the specific regulation procedures and requirements for controlling and carrying out the landfill operations.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to control the deposit of waste on the landfill facility in accordance with operational procedures							
1	Select and use the designated personal protective equipment (PPE) in compliance with procedures						
2	Direct vehicles delivering waste to the specified area for off-loading						
3	Confirm that waste delivered to the site complies with operational procedures						
4	Confirm compliance with regulations and guidelines for maintaining security of the facility						
5	Check the site infrastructure is not damaged or compromised during waste deposition						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to cover and consolidate deposited waste in accordance with operational procedures							
1	Place and compact deposited waste in compliance with permit requirements						
2	Carry out specified operations that are required for designated waste types in compliance with permit conditions						
3	Apply cover progressively to the deposited waste in compliance with permit conditions						
4	Operate mechanical plant safely						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information							
1	Report - immediately - the presence of waste materials that do not comply with operational requirements or permit conditions						
2	Record and report accidents, incidents and emergencies that occur on site						
3	Check documentation to verify the deposited waste is accurate in accordance with operational requirements						
4	Report defective equipment to the designated person						
5	Report situations which are outside the responsibilities of the job role to the designated person						
6	Report breaches of site security to the designated person						
7	Check that operational information recorded on documents meets organisational procedures						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems which arise from depositing waste on the landfill facility							
1	Alert people promptly to emergencies and accidents which arise on the landfill site						
2	Arrange suitable assistance for vehicles that become disabled on the site						
3	Follow operational procedures promptly when dealing with accidents which result in personal injury or contamination of people						
4	Take steps immediately, and in accordance with operational procedures, to deal with the improper deposit of waste and any release of contamination to the environment.						
5	Check that unsafe behaviour is avoided in accordance with the responsibilities of your job role and workplace procedures						
6	Report problems that cannot be resolved safely to the designated person						
7	Refer matters that affect the integrity of the landfill, or which pose a health and safety risk, to the designated person						
		Type of evidence →					

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

Understand the regulation procedures and requirements for controlling and carrying out the landfill operations

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

Understand the specific regulation procedures and requirements for controlling and carrying out the landfill operations

You must be able to:		PRN
1	describe appropriately the organisational requirements and permit conditions for site operations	
2	describe appropriately organisational documentation requirements for site operations	
3	determine how to identify unacceptable waste in deliveries	
4	determine how to deal with waste requiring specified operational techniques	
5	determine how to assist the movement or recovery of vehicles on the facility	
6	determine how to identify marks and hazard warning signs for potentially hazardous substances or materials	
7	determine how to respond to accidents and emergencies on landfill sites	
8	determine how to respond to operational problems which result from weather and environmental incidents.	

Performance evidence required	Portfolio Ref Number (PRN)						
Be able to work in a manner which underpins effective performance							
1	Recognise and act when others need support						
2	Take responsibility for resolving problems in your work area						
Type of evidence →							

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

Unit 212

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

Level:	2
Credit value:	9
Recommended GLH:	35

Unit aim

This unit is about collecting waste safely in accordance with the organisation's guidelines.

Learning outcomes

1. Be able to control the risk from vehicle and mobile plant movements in line with operational and location-specific procedures.
2. Be able to maintain the safety of pedestrians and workers in line with operational and location-specific procedures.
3. Be able to use and communicate data and information to enable risk to be controlled.
4. Be able to resolve problems from vehicle and mobile plant movements which compromise safety.
5. Understand the regulation procedures and requirements for controlling the risk from vehicle and plant movements on waste management facilities.
6. Understand the specific regulation procedures and requirements for controlling the risk from vehicle and plant movements on waste management facilities.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 212

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to control the risk from vehicle and mobile plant movements in line with operational and location-specific procedures							
1	Direct the vehicle driver to the designated loading or unloading area						
2	Explain the hand signals you will use to users of the site						
3	Give hand signals to the driver to assist with the safe movement and positioning of the vehicle or mobile plant						
4	Ensure drivers of plant, and vehicles and their crews, comply with safe working practice						
5	Check mobile plant and vehicle drivers and their crew use the PPE specified for the site						
6	Check vehicles manoeuvring to and from public roads and the site are properly directed to avoid harm or nuisance to other road users, users of the site, and pedestrians						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to maintain the safety of pedestrians and workers in line with operational and location-specific procedures							
1	Check and confirm the designated walking areas are clear and safe for use by pedestrians						
2	Check pedestrians do not enter vehicle or plant operating areas unless directed to do so						
3	Check vehicle crews comply with organisational procedures during vehicle movements on the site						
4	Check pedestrians and visitors to the site are properly authorised and understand and obey the site rules and practices						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information to enable risk to be controlled							
1	Inform all site visitors and users about the rules governing access to and movement on the site and the requirements for PPE in accordance with organisational procedures						
2	Report promptly incidents which compromise the safe movement of vehicles, plant, drivers, crews, workers and pedestrians on the site in accordance with organisational procedures						
3	Report infringements of site rules in accordance with site operational procedures						
4	Inform drivers of problems they may encounter during vehicle or mobile plant movements on the site or when leaving the site						
5	Inform drivers of defects that may breach organisational procedures						
6	Record and report defective fixtures, fittings or equipment on the site						
7	Advise plant and vehicle drivers about load security in compliance with organizational and legal requirements						
8	Advise plant and vehicle drivers of any height or width restrictions that may affect the movement of the vehicle or mobile plant on site						
9	Give instructions to vehicle crews, work colleagues, and other pedestrians, on how to move safely around the site						
10	Report accidents or near-miss incidents witnessed on site in accordance with organisational requirements						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems from vehicle and mobile plant movements which compromise safety							
1	Deal with unsafe behaviour in accordance with responsibilities of the job role and operational procedures						
2	Refer matters outside the responsibility of the job role to designated personnel						
3	Cordon off any area on site that becomes dangerous due to site operations, and notify the designated personnel						
4	Arrange for spillage, from vehicles or plant on the site, to be made safe and cleared up						
		Type of evidence →					

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

Understand the regulation procedures and requirements for controlling the risk from vehicle and plant movements on waste management facilities

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

Understand the specific regulation procedures and requirements for controlling the risk from vehicle and plant movements on waste management facilities

You must be able to describe appropriately:		PRN
1	workplace procedures for the operation of vehicles and mobile plant	
2	operating procedures for the location of vehicles and mobile plant	
3	site rules and operating procedures for the location.	
You must be able to determine:		PRN
4	how to recognise vehicle and mobile plant characteristics and turning restrictions	
5	the types of problems which can occur in forward and reverse movements	
6	how to recognise and deal with hazardous substances that may be spilled from vehicles or plant on the site	
7	potential risks that pedestrians are exposed to from vehicle and mobile plant movements	
8	how to prevent pedestrians breaching organisational regulations	
9	how to recognise and respond to incidents that interfere with operations	
10	how to communicate tactfully with drivers and crews	
11	how to select and use personal protective equipment	
12	how to report non-compliance issues	
13	how to ensure the safety of road users when manoeuvring vehicles onto public roads.	

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

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

Level:	2
Credit value:	4
Recommended GLH:	12

Unit aim

The aim of this unit is to illustrate the skills, knowledge and understanding required to confirm competence in directing vehicle movements in the workplace within the relevant sector of industry.

Learning outcomes

1. Be able to direct vehicle movements.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to direct vehicle movements									
1	Demonstrate that the vehicle, crew, their equipment and loads are checked and confirmed as complying with organisational requirements								
2	Identify the purpose and route for the vehicle movement on site								
3	Communicate accurate and complete instructions for the vehicle movement that are understood								
4	Give directions that encourage safe and efficient movement								
5	Describe the organisational policies for the acceptable condition of vehicles entering, leaving, or moving around the site								
6	Explain the organisational policies and procedures controlling vehicle movements								
7	Outline the range and characteristics of loads transported on the site								
8	Explain the organisational policies relating to the use of personal protective clothing and equipment on site								
9	Describe the various modes of communication and giving directions on site								
10	Explain the consequences of poor communication and incorrect directions								
11	Explain the organisational procedures in the event of problems occurring, to include:								
	• vehicle in the wrong location								
	• vehicle breakdown								
	• spillage								
	• unauthorised access or movement								
	• incidents or accidents								
	• emergency situations.								
		Type of evidence →							

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

Level:	2
Credit value:	9
Recommended GLH:	35

Unit aim

People managing customer service need to know how effectively it is being delivered. Without this information, they have no way of knowing if their customers are satisfied and are likely to remain loyal. They also need to know what to do to improve customer service to meet and exceed customer expectations. This unit is about planning how the learner can measure standards of customer service by collecting and analysing information. The learner must develop conclusions and recommendations and then report their findings to relevant people.

Most of all, this unit is about approaching the review of customer service quality systematically and making full use of the findings.

Learning outcomes

1. Be able to hand over responsibility for the control of the waste process to an incoming operator.
2. Be able to accept responsibility for the control of waste processing from an outgoing operator.
3. Be able to use and communicate data and information required for the handover process.
4. Be able to resolve problems for the control of waste processing which arise during the exchange of responsibility.
5. Understand the regulation procedures and requirements for exchanging responsibility for control of waste processing operations.
6. Understand the specific regulation procedures and requirements for exchanging responsibility for control of waste processing operations.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 214

Exchange responsibility for control of waste processing operations

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to hand over responsibility for the control of the waste process to an incoming operator							
1	Follow operational procedures for handing over responsibility both during and at the end of a work period						
2	Ensure the incoming operator knows that decisions outside the operator's job role responsibilities must be referred to the designated person						
3	Inform the incoming operator about ongoing problems before responsibility is handed over and confirm they are entered in the operating log						
4	Confirm the current operational settings for treatment and associated equipment according to operating requirements						
5	Confirm completion of handover and that incoming operator accepts responsibility in accordance with operational requirements						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to accept responsibility for the control of waste processing from an outgoing operator							
1	Confirm information provided by the outgoing operator is understood before accepting responsibility, and that issues of concern are clarified before handover						
2	Ensure issues of concern are entered in the operating log						
3	Confirm all the operational settings for treatment and associated equipment are received from the outgoing operator and are recorded accurately						
4	Accept responsibility when all the information needed for continuing the process operation in accordance with operational procedures is complete						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information required for the handover process							
1	Confirm the incoming operator understands the information provided and questions are answered before handing over responsibility						
2	Provide the incoming operator with accurate and up-to-date information about the current process conditions and settings, and confirm the process records are complete						
3	Relay special instructions applying to the process or materials and ensure the incoming operator understands the instructions						
4	Check the incoming operator is informed fully about problems and steps taken to resolve them, and other safety, health and environment matters which relate to the process						
5	Maintain operational logs for information passed onto incoming operators						
6	Record and report discrepancies in data or information required by operational procedures to the designated person						
7	Check documentation is legible and clear, and seek confirmation from the designated person if there are doubts or discrepancies						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems for the control of waste processing which arise during the exchange of responsibility							
1	Resolve instances where information is missing or unclear, as an incoming operator and as an outgoing operator						
2	Agree, with the designated person, responsibility for passing information about operational or staffing situations that have arisen						
3	Report situations which are outside the responsibility of the job role to the designated person						
		Type of evidence →					

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

Understand the regulation procedures and requirements for exchanging responsibility for control of waste processing operations

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

Understand the specific regulation procedures and requirements for exchanging responsibility for control of waste processing operations

You must be able to:		PRN
1	describe appropriately the operational procedures for maintenance of health and safety and environmental permit compliance	
2	determine the responsibilities of both the incoming and outgoing operators for providing, understanding and clarifying information	
3	determine how to provide data and other information effectively and efficiently	
4	determine how, where, and when to record and store data and information	
5	determine how, and when, to use verbal and written communications effectively	
6	determine the importance of passing on information about problems encountered during the previous period, causes, and steps taken to resolve them	
7	determine problems that might arise, symptoms, and steps to take to deal with them	
8	determine the expected operational performance of the treatment process	
9	determine where, and how, to access accurate and up-to-date records of the treatment operation and the need to keep it maintained and current	
10	determine the timing of significant stages in the process	
11	determine the status of stocks of raw waste, treatment materials, and other necessities	
12	determine the present health and safety status of the treatment operation.	

Performance evidence required		Portfolio Ref Number (PRN)						
Be able to work in a manner which underpins effective performance								
1	Recognise and act when others need support							
2	Take responsibility for resolving problems in your work area							
		Type of evidence →						

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

Level:	2
Credit value:	4
Recommended GLH:	20

Unit aim

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

Learning outcomes

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

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to prepare to load waste and related materials							
1	Establish the accessibility and the suitability of the loading action						
2	Check the suitability of the loading equipment to be used						
3	Check to make sure the vehicle is positioned so it can be prepared and loaded safely						
4	Comply with all regulations and operational procedures that relate to loading hazardous waste						
5	Select and use appropriate PPE in accordance with operational requirements						
6	Establish the safe loading limits of both the vehicle and loading equipment						
7	Work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading hazardous waste						
		Type of evidence →					

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

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

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

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

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

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

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

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

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

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

You must be able to describe appropriately:		PRN
1	the regulations relating to loading hazardous waste and related materials	
2	the regulations relating to the carriage of dangerous goods	
3	operational procedures for loading	
4	site operating procedures and regulations at loading sites.	
You must be able to determine:		PRN
5	the different types of hazardous waste and materials likely to be encountered whilst carrying out the job	
6	how to establish compliance of load with transfer requirements	
7	how to operate loading equipment which is both integral and no-integral with the vehicle	
8	how to identify, rectify and record discrepancies and defects	
9	the nature and characteristics of hazardous waste loads and related materials	
10	the limits of job role and responsibility.	

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to work in a manner which underpins effective performance							
1	Recognise and act when others need support						
2	Take responsibility for resolving problems in your work area						
		Type of evidence →					

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

Unit 216

Loading a non-hazardous waste transport vehicle

Level:	2
Credit value:	3
Recommended GLH:	30

Unit aim

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

Learning outcomes

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

Assessment

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

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

Unit 216

Loading a non-hazardous waste transport vehicle

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to prepare to load a non-hazardous waste and related materials									
1	Establish the accessibility and the suitability of the loading action								
2	Check the suitability of the loading equipment to be used								
3	Check to make sure the vehicle is positioned so it can be prepared and loaded safely								
4	Comply with all regulations and operational procedures that relate to loading non-hazardous waste								
5	Select and use appropriate PPE in accordance with operational requirements								
6	Establish the safe loading limits of both the vehicle and loading equipment								
7	Work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading non-hazardous waste								
		Type of evidence →							

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

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

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

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

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems which arise from loading non-hazardous waste and related materials							
1	Resolve any discrepancies in the documentation for the load before the non-hazardous waste is loaded						
2	Report defects in operational suitability of the vehicle and loading equipment to the designated person						
3	Arrange for alternative loading sites to be identified when the designated site is unsuitable						
4	Reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment						
		Type of evidence →					

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

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

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

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

You must be able to describe appropriately:		PRN
1	the regulations relating to loading non-hazardous waste and related materials	
2	the regulations relating to the carriage of dangerous goods	
3	operational procedures for loading	
4	site operating procedures and regulations at loading sites.	
You must be able to determine:		PRN
5	the different types of non-hazardous waste and materials likely to be encountered whilst carrying out the job	
6	how to establish compliance of load with transfer requirements	
7	how to operate loading equipment which is both integral and no-integral with the vehicle	
8	how to identify, rectify and record discrepancies and defects	
9	the nature and characteristics of non-hazardous waste loads and related materials	
10	the limits of job role and responsibility.	

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Recognise and act when others need support								
2	Take responsibility for resolving problems in your work area								
				Type of evidence →					

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

Level:	2
Credit value:	2
Recommended GLH:	20

Unit aim

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

Learning outcomes

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

Assessment

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

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

Unit 217

Loading a waste transport vehicle

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to prepare to load waste and related materials							
1	Establish the accessibility and the suitability of the loading location						
2	Check the suitability of the loading equipment to be used						
3	Check to make sure the vehicle is positioned so it can be prepared and loaded safely						
4	Comply with all regulations and operational procedures that relate to loading waste						
5	Select and use appropriate PPE in accordance with operational requirements						
6	Establish the safe loading limits of both the vehicle and loading equipment						
7	Work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading waste						
		Type of evidence →					

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

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

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

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

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

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

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

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

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

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

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance									
1	Recognise and act when others need support								
2	Take responsibility for resolving problems in your work area								
				Type of evidence →					

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

Level:	2
Credit value:	3
Recommended GLH:	30

Unit aim

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

Learning outcomes

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

Assessment

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

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

Unit 218

Loading an inert waste transport vehicle

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to prepare to load inert waste and related materials							
1	Establish the accessibility and the suitability of the loading action						
2	Check the suitability of the loading equipment to be used						
3	Check to make sure the vehicle is positioned so it can be prepared and loaded safely						
4	Comply with all regulations and operational procedures that relate to loading inert waste						
5	Select and use appropriate PPE in accordance with operational requirements						
6	Establish the safe loading limits of both the vehicle and loading equipment						
7	Work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading inert waste						
		Type of evidence →					

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

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

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

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

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

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

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

Understand the regulation procedures and requirements for loading an inert waste transport vehicle

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

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

You must be able to describe appropriately:		PRN
1	the regulations relating to loading inert waste and related materials	
2	the regulations relating to the carriage of dangerous goods	
3	operational procedures for loading	
4	site operating procedures and regulations at loading sites.	
You must be able to determine:		PRN
5	the different types of inert waste and materials likely to be encountered whilst carrying out the job	
6	how to establish compliance of load with transfer requirements	
7	how to operate loading equipment which is both integral and no-integral with the vehicle	
8	how to identify, rectify and record discrepancies and defects	
9	the nature and characteristics of inert waste loads and related materials	
10	the limits of job role and responsibility.	

Performance evidence required	Portfolio Ref Number (PRN)						
Be able to work in a manner which underpins effective performance							
1	recognise and act when others need support						
2	take responsibility for resolving problems in your work area.						
		Type of evidence →					

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

Unit 219

Maintain the condition of waste process equipment

Level:	1
Credit value:	3
Recommended GLH:	20

Unit aim

This unit is about collecting waste safely in accordance with the organisation's guidelines.

Learning outcomes

1. Be able to confirm waste processing equipment conforms to operational requirements.
2. Be able to clean, maintain and adjust waste process equipment to specification.
3. Be able to use and communicate data and information.
4. Be able to resolve problems which arise from maintaining waste processing equipment.
5. Understand the regulation procedures and requirements for maintaining the condition of waste process equipment.
6. Understand the specific regulation procedures and requirements for maintaining the condition of waste process equipment.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 219

Maintain the condition of waste process equipment

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to confirm waste processing equipment conforms to operational requirements							
1	Check the operation of the processing equipment during both operational and non-operational conditions						
2	Check all elements of the risk assessment for carrying out examinations on the equipment are observed, and follow all safe working systems						
3	Follow all organisational procedures where lone working is required						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to clean, maintain and adjust waste process equipment to specification							
1	Carry out cleaning and maintenance during both operational and non-operational conditions in accordance with operational procedures						
2	Check that the work area is safe for the cleaning and maintenance work to be carried out						
3	Select and use the designated personal protective equipment (PPE) in line with operational requirements						
4	Follow operational maintenance procedures for cleaning, lubricating, adjusting, dismantling and reassembling the equipment						
5	Select, use and dispose of materials, residues maintenance substances, tools and equipment specified in the maintenance procedures						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information							
1	Use and erect warning signs to indicate potential hazards around the work area						
2	Comply with Permit to Work documentation to meet operational requirements before the work is started						
3	Complete performance documentation legibly and accurately and store the documents according to organisational requirements						
4	Notify the designated person when process performance fails to meet organisational requirements						
5	Report - to the designated person - defective equipment that cannot be rectified within the responsibilities of the job role						
6	Comply with operational procedures and guidelines whilst undertaking maintenance work						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems which arise from maintaining waste processing equipment							
1	Remove defective equipment from service and initiate repair procedures						
2	Label and store defective equipment in a manner which prevents its use by others						
3	Bring to the attention of the designated person hazards that arise in the working area						
4	Arrange for replacement equipment to be available when essential equipment is removed from service for major repair or replacement						
		Type of evidence →					

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

Understand the regulation procedures and requirements for maintaining the condition of waste process equipment

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

Understand the specific regulation procedures and requirements for maintaining the condition of waste process equipment

You must be able to:		PRN
1	describe appropriately the permit conditions for the site to operate and maintain the equipment	
2	describe appropriately the isolation procedures for treatment equipment	
3	describe appropriately the access requirements and safety interlocks to maintain equipment	
4	describe appropriately the different types of identifications to use for plant and equipment which is unsuitable to use	
5	describe appropriately environmentally safe disposal of cleaning fluids, residues and other materials	
6	describe appropriately emergency procedures related to cleaning and maintenance operations	
7	describe appropriately the organisational requirements for records about performance, adjustments, maintenance and repair, and parts and materials used	
8	determine how to initiate and use organisational authorisation procedures	
9	determine the items needing dismantling prior to cleaning and maintenance, and reassembly	
10	determine the adjustment parameters and how to make operator adjustments	
11	determine how to immobilise unserviceable equipment.	
12	determine the cleaning materials, maintenance tools and equipment required for different jobs	
13	determine how to clean and maintain tools and equipment used to carry out maintenance	
14	determine how to access risk assessments for inspecting, and maintaining the equipment	

15	determine the items that require dismantling prior to cleaning and maintenance, and how to reassemble them	
16	determine how to report defective equipment	
17	determine how to communicate instructions and information to other people.	

Performance evidence required	Portfolio Ref Number (PRN)						
Be able to work in a manner which underpins effective performance							
1	Recognise and act when others need support						
2	Take responsibility for resolving problems in your work area						
Type of evidence →							

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

Level:	2
Credit value:	2
Recommended GLH:	10

Unit aim

This unit is about participating in meetings in an active and constructive way. It involves preparation before the meeting, perhaps researching information, consulting with others and clarifying your own objectives and opinions on the various agenda items. It also involves taking a positive stance within the meeting, presenting information and opinions clearly and concisely and acknowledging and building on the contributions of others, in order to arrive at the meeting's objectives. After the meeting, it may be necessary to communicate decisions to other people, in line with any protocol agreed at the meeting.

Learning outcomes

1. Be able to prepare for a meeting.
2. Be able to participate in a meeting.
3. Be able to communicate information to relevant stakeholders.

Assessment

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

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

Unit 220

Participate in meetings

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to prepare for a meeting													
1	Explain meeting objectives prior to the meeting												
2	Identify own role and prepare as necessary												
												Type of evidence →	

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to participate in a meeting													
1	Contribute to meeting discussions using evidence to support own opinions												
2	Acknowledge other viewpoints presented at a meeting												
3	Seek clarification or confirmation of own understanding of outcomes												
												Type of evidence →	

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to communicate information to relevant stakeholders													
1	Communicate information from the meeting to those who have an interest, in line with any organisational protocol												
												Type of evidence →	

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

Level:	2
Credit value:	6
Recommended GLH:	40

Unit aim

This unit is about what to do when it is difficult to meet customer expectations. Even if the service the learner gives is excellent, some customers experience problems. Part of the learner's job is to help to resolve those problems. There is likely to be a problem if customer expectations are not met. This may be because the customer's expectations involve more than the learner can offer or because service procedures have not been followed. Some problems are reported by customers and sometimes you will spot the problem first and resolve it before your customer has even noticed. As soon as you are aware of a problem, you need to consider the options and then choose a way to put it right.

This unit is particularly important in customer service because many customers judge how good the customer service of the organisation is by the way problems are handled.

Learning outcomes

1. Be able to spot customer service problems.
2. Be able to pick the best solution to resolve customer service problems.
3. Be able to take action to resolve customer service problems.
4. Know how to resolve customer service problems.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to spot customer service problems													
1	Listen carefully to customers about any problem they have raised												
2	Ask customers about the problem to check their understanding												
3	Recognise repeated problems and alert the appropriate authority												
4	Share customer feedback with others to identify potential problems before they happen												
5	Identify problems with systems and procedures before they begin to affect customers												
Type of evidence →													

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to pick the best solution to resolve customer service problems													
1	Identify the options for resolving a customer service problem												
2	Work with others to identify and confirm the options to resolve a customer service problem												
3	Work out the advantages and disadvantages of each option for your customer and the organisation												
4	Pick the best option for your customer and the organisation												
5	Identify, for your customer, other ways that problems may be resolved if you are unable to help												
Type of evidence →													

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to take action to resolve customer service problems									
1	Discuss and agree the options for solving the problem with your customer								
2	Take action to implement the option agreed with your customer								
3	Work with others and your customer to make sure that any promises related to solving the problem are kept								
4	Keep your customer fully informed about what is happening to resolve the problem								
5	Check with your customer to make sure the problem has been resolved to the customer's satisfaction								
6	Give clear reasons to your customer when the problem has not been resolved to the customer's satisfaction								
		Type of evidence →							

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

Know how to resolve customer service problems		
You must be able to:		PRN
1	describe organisational procedures and systems for dealing with customer service problems	
2	explain how to defuse potentially stressful situations	
3	describe how to negotiate	
4	identify the limitations of what you can offer your customer	
5	describe types of action that may make a customer problem worse and should be avoided.	

Level:	2
Credit value:	5
Recommended GLH:	25

Unit aim

Organisations change the way they deliver service to their customers because customer expectations rise and because other organisations improve the services they offer. Often the most important ideas about how to improve customer service come from people dealing directly with customers.

Your job involves delivering customer service. If your organisation has decided to make changes, it is your job to support them and to present them positively to your customers. Also, by listening to customer comments you may have your own ideas about how the service you deliver could be improved.

This unit is all about how you provide support for changes that your organisation has introduced. In addition, it covers how you present your own ideas for improvements to someone in your organisation who can authorise trying out the change.

Learning outcomes

1. Be able to use feedback to identify potential customer service improvements.
2. Be able to implement changes in customer service.
3. Be able to assist with the evaluation of changes in customer service.
4. Know and understand how to support customer service improvements.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use feedback to identify potential customer service improvements							
1	Gather informal feedback from your customers						
2	Use your organisation's procedures to collect feedback from your customers						
3	Use the information from your customers to develop a better understanding of their customer service experience						
4	Identify ways the service you give could be improved based on information you have gathered						
5	Share your ideas for improving customer service with colleagues						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to Implement changes in customer service							
1	Identify a possible change that could be made to improve customer service						
2	Present your idea for improving customer service to a colleague with the appropriate authority to approve the change						
3	Carry out changes to customer service procedures based on your own idea or proposed by your organisation						
4	Keep your customers informed of changes to customer service						
5	Give customers a positive impression of changes that have been made						
6	Work positively with others to support customer service changes						
		Type of evidence →					

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

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to assist with the evaluation of changes in customer service								
1	Discuss with others how changes to customer service are working							
2	Work with others to identify any negative effects of changes and how these can be avoided							
Type of evidence →								

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

Know and understand how to support customer service improvements		PRN
You must be able to:		
1	show that you know and understand how customer experience is influenced by the way service is delivered	
2	show that you know and understand how customer feedback is obtained	
3	show that you know and understand how to work with others to identify and support change in the way service is delivered	
4	show that you know and understand why it is important to give a positive impression to your customer about the changes made by the organisation even if you disagree with them.	

Unit 223

Unloading a hazardous waste transport vehicle

Level:	2
Credit value:	7
Recommended GLH:	70

Unit aim

This unit is about the competence required to comply with general health and safety in the working environment.

Learning outcomes

1. Be able to prepare to unload hazardous waste and related materials.
2. Be able to unload hazardous waste and related materials in line with location-specific procedures.
3. Be able to use and communicate data and information connected with unloading hazardous waste and related materials.
4. Be able to resolve problems which arise from unloading hazardous waste and related materials.
5. Understand the regulation procedures and requirements for unloading a hazardous waste transport vehicle.
6. Understand the specific regulation procedures and requirements for unloading a hazardous waste transport vehicle.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 223

Unloading a hazardous waste transport vehicle

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to prepare to unload hazardous waste and related materials									
1	Establish the accessibility and the suitability of the unloading location								
2	Check and confirm the operational suitability of the vehicle and unloading equipment to be used								
3	Check to make sure the vehicle is positioned so it can be prepared and unloaded safely								
4	Comply with all regulations and operational procedures that relate to unloading waste								
5	Select and use appropriate PPE in accordance with operational requirements								
6	Work in a way which complies with all regulations, and operational and location-specific procedures that relate to unloading waste								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to unload hazardous waste and related materials in line with location-specific procedures									
1	Communicate with others involved in the unloading process to ensure it is carried out safely and in compliance with operational procedures								
2	Carry out the unloading operation safely and in accordance with operational procedures								
3	Check and confirm the unloading operation is completed and that the unloaded waste complies with regulations								
		Type of evidence →							

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

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

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems which arise from unloading hazardous waste and related materials							
1	Resolve any discrepancies in the documentation for the load before the waste is unloaded						
2	Report defects in operational suitability of the vehicle and unloading equipment to the designated person						
3	Arrange for alternative unloading sites to be identified when the designated site is unsuitable						
4	Take steps to prevent unstable conditions from arising with the vehicle and unloading equipment						
		Type of evidence →					

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

Understand the regulation procedures and requirements for unloading a hazardous waste transport vehicle

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

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

You must be able to describe appropriately:		PRN
1	the regulations relating to unloading waste and related materials	
2	the regulations for carriage of dangerous goods	
3	operational procedures for unloading	
4	site operating procedures and regulations at unloading sites.	
You must be able to determine:		PRN
5	the different types of waste and materials likely to be encountered when carrying out the job	
6	how to establish compliance with transfer requirements	
7	how to operate unloading equipment which is both integral and non-integral with the vehicle	
8	how to identify, rectify and record discrepancies and defects	
9	the nature and characteristics of waste loads and related materials	
10	the limits of the job role and responsibility.	

Performance evidence required	Portfolio Reference No. (PRN)						
Be able to work in a manner which underpins effective performance							
1	Recognise and act when others need support						
2	Take responsibility for resolving problems in your work area.						
		Type of evidence →					

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

Unit 224

Unloading a non-hazardous waste transport vehicle

Level:	2
Credit value:	3
Recommended GLH:	30

Unit aim

This unit is about unloading non-hazardous waste safely, and observing operational and regulatory requirements.

Learning outcomes

1. Be able to prepare to unload non-hazardous waste and related materials.
2. Be able to unload non-hazardous waste and related materials in line with location-specific procedures.
3. Be able to use and communicate data and information connected with unloading non-hazardous waste and related materials.
4. Be able to resolve problems which arise from unloading non-hazardous waste and related materials.
5. Understand the regulation procedures and requirements for unloading a non-hazardous waste transport vehicle.
6. Understand the specific regulation procedures and requirements for unloading a non-hazardous waste transport vehicle.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 224

Unloading a non-hazardous waste transport vehicle

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to prepare to unload non-hazardous waste and related materials									
1	Establish the accessibility and the suitability of the unloading location								
2	Check and confirm the operational suitability of the vehicle and unloading equipment to be used								
3	Check to make sure the vehicle is positioned so it can be prepared and unloaded safely								
4	Comply with all regulations and operational procedures that relate to unloading waste								
5	Select and use appropriate PPE in accordance with operational requirements								
6	Work in a way which complies with all regulations, and operational and location-specific procedures that relate to unloading waste								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to unload non-hazardous waste and related materials in line with location-specific procedures									
1	Communicate with others involved in the unloading process to ensure it is carried out safely and in compliance with operational procedures								
2	Carry out the unloading operation safely and in accordance with operational procedures								
3	Check and confirm the unloading operation is completed and that the unloaded waste complies with regulations								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information connected with unloading non-hazardous waste and related materials							
1	Communicate with others involved in the unloading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures						
2	Check that the waste and the documentation are in compliance						
3	Report unresolved vehicle defects or problems with defective equipment to the designated person						
4	Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies						
5	Complete documentation in accordance with operational and location-specific procedures						
6	Report situations that prevent safe unloading to take place in accordance with operational and location-specific procedures						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems which arise from unloading non-hazardous waste and related materials							
1	Resolve any discrepancies in the documentation for the load before the waste is unloaded						
2	Report defects in operational suitability of the vehicle and unloading equipment to the designated person						
3	Arrange for alternative unloading sites to be identified when the designated site is unsuitable						
4	Take steps to prevent unstable conditions from arising with the vehicle and unloading equipment						
		Type of evidence →					

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

Understand the regulation procedures and requirements for unloading a non-hazardous waste transport vehicle

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

Understand the specific regulation procedures and requirements for unloading a non-hazardous waste transport vehicle

You must be able to describe appropriately:		PRN
1	the regulations relating to unloading waste and related materials	
2	the regulations for carriage of dangerous goods	
3	operational procedures for unloading	
4	site operating procedures and regulations at unloading sites.	
You must be able to determine:		PRN
5	the different types of waste and materials likely to be encountered when carrying out the job	
6	how to establish compliance with transfer requirements	
7	how to operate unloading equipment which is both integral and non-integral with the vehicle	
8	how to identify, rectify and record discrepancies and defects	
9	the nature and characteristics of waste loads and related materials	
10	the limits of the job role and responsibility.	

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance								
1	Recognise and act when others need support							
2	Take responsibility for resolving problems in your work area							
		Type of evidence →						

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

Level:	2
Credit value:	3
Recommended GLH:	30

Unit aim

This unit is about unloading inert waste safely, and observing operational and regulatory requirements.

Learning outcomes

1. Be able to prepare to unload inert waste and related materials.
2. Be able to unload inert waste and related materials in line with location-specific procedures.
3. Be able to use and communicate data and information connected with unloading inert waste and related materials.
4. Be able to resolve problems which arise from unloading inert waste and related materials.
5. Understand the regulation procedures and requirements for unloading an inert waste transport vehicle.
6. Understand the specific regulation procedures and requirements for unloading an inert waste transport vehicle.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to prepare to unload inert waste and related materials							
1	Establish the accessibility and the suitability of the unloading location						
2	Check and confirm the operational suitability of the vehicle and unloading equipment to be used						
3	Check to make sure the vehicle is positioned so it can be prepared and unloaded safely						
4	Comply with all regulations and operational procedures that relate to unloading waste						
5	Select and use appropriate PPE in accordance with operational requirements						
6	Work in a way which complies with all regulations, and operational and location-specific procedures that relate to unloading waste						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to unload inert waste and related materials in line with location-specific procedures							
1	Communicate with others involved in the unloading process to ensure it is carried out safely and in compliance with operational procedures						
2	Carry out the unloading operation safely and in accordance with operational procedures						
3	Check and confirm the unloading operation is completed and that the unloaded waste complies with regulations						
		Type of evidence →					

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

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

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems which arise from unloading inert waste and related materials							
1	Resolve any discrepancies in the documentation for the load before the waste is unloaded						
2	Report defects in operational suitability of the vehicle and unloading equipment to the designated person						
3	Arrange for alternative unloading sites to be identified when the designated site is unsuitable						
4	Take steps to prevent unstable conditions from arising with the vehicle and unloading equipment						
Type of evidence →							

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

Understand the regulation procedures and requirements for unloading an inert waste transport vehicle

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

Understand the specific regulation procedures and requirements for unloading an inert waste transport vehicle

You must be able to describe appropriately:		PRN
1	the regulations relating to unloading waste and related materials	
2	the regulations for carriage of dangerous goods	
3	operational procedures for unloading	
4	site operating procedures and regulations at unloading sites.	
You must be able to determine:		PRN
5	the different types of waste and materials likely to be encountered when carrying out the job	
6	how to establish compliance with transfer requirements	
7	how to operate unloading equipment which is both integral and non-integral with the vehicle	
8	how to identify, rectify and record discrepancies and defects	
9	the nature and characteristics of waste loads and related materials	
10	the limits of the job role and responsibility.	

Performance evidence required	Portfolio Reference No. (PRN)						
Be able to work in a manner which underpins effective performance							
1	Recognise and act when others need support						
2	Take responsibility for resolving problems in your work area						
		Type of evidence →					

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

Level:	2
Credit value:	5
Recommended GLH:	7

Unit aim

This unit is about the validation of waste, being able to check and confirm the vehicle carrier is registered and that documentation accompanying the waste is correct.

Learning outcomes

1. Be able to validate waste.
2. Be able to resolve problems which arise from the validation of waste.
3. Understand the regulation procedures and requirements for the validation of waste.
4. Understand the specific regulation procedures and requirements for the validation of waste.
5. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to validate waste									
1	Check and confirm the documentation accompanying the waste is correct								
2	Establish the waste complies with the site waste management licence								
3	Check the documents for wastes being accepted are completed accurately and legibly and they are stored in the designated place								
4	Ensure information recorded on documents meets organisational procedures								
5	Reject unsuitable waste in accordance with organisational procedures								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to resolve problems which arise from the validation of waste									
1	Rectify and resolve discrepancies on documents accompanying the waste before it is accepted								
2	Report problems outside the responsibility of the job role in accordance with operational procedures								
		Type of evidence →							

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

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

Understand the specific regulation procedures and requirements for the validation of waste		
You must be able to describe appropriately:		PRN
1	the operational procedures for validation and rejection of waste	
2	the transport, acceptance, and rejection documentation to comply with legal and organisational requirements	
3	the Permit or License conditions covering the acceptance of waste at your site	
4	other relevant environment permit details applicable to the facility.	
You must be able to determine:		PRN
5	how to recognise classifications of waste that you may encounter in your job role	
6	limitations on responsibility for the dissemination of information outside the organisation	
7	how to deal with documentation which does not comply with site permit or license or Duty of Care Legislation	
8	how to deal with emergencies	
9	the classifications, using European Waste Codes, of waste that can be permitted on the site.	

Performance evidence required	Portfolio Reference No. (PRN)						
Be able to work in a manner which underpins effective performance							
1	Recognise and act when others need support						
2	Take responsibility for resolving problems in your work area						
		Type of evidence →					

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

Unit 227

Ensure that staff conform to productive and efficient working practices

Level:	2
Credit value:	5
Recommended GLH:	22

Unit aim

This unit defines the competences required for managing the procedures for receiving waste and controlling its reception, inspection and validation. It requires the implementation and management of procedures for dealing with waste that requires specific handling. The procedures must be implemented in compliance with the legislative requirements for the site operations.

Learning outcomes

1. Be able to establish productive working relationships.
2. Be able to develop individuals and teams to work efficiently.
3. Be able to use and communicate data and information in line with operational procedures.
4. Be able to resolve problems which could affect operational efficiency.
5. Understand the regulation procedures and requirements for ensuring that staff conform to productive and efficient working practices.

Assessment

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

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

Unit 227

Ensure that staff conform to productive and efficient working practices

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to establish productive working relationships													
1	Ensure that individuals are motivated to carry out their work in a positive manner												
2	Ensure, wherever possible, that individuals are arranged into teams that are able to work productively together												
3	Ensure that individuals are aware of the impact of unproductive working methods												
4	Identify and resolve issues that impact on productivity in a negative manner												
Type of evidence →													

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to develop individuals and teams to work efficiently													
1	Ensure that individuals and teams are aware of the needs for efficient operations												
2	Ensure that individuals are trained to work in the most efficient manner												
3	Ensure that individuals are aware of the organisations operational requirements for the work being carried out												
4	Identify and resolve inefficient working practices												
Type of evidence →													

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to use and communicate data and information in line with operational procedures													
1	Report inefficient practices, materials, plant and equipment												
2	Report unproductive operating conditions in the work environment												
Type of evidence →													

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

Performance evidence required		Portfolio Ref Number (PRN)						
Be able to resolve problems which could affect operational efficiency								
1	Deal with inefficient behaviour in accordance with responsibilities of the job role and workplace procedures							
2	Report conditions that are inefficient or unproductive							
3	Report problems within own area of responsibility in accordance with operational procedures							
4	Refer, to the designated person, operational problems that fall outside the responsibility of the job role							
		Type of evidence →						

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

Understand the regulation procedures and requirements for ensuring that staff conform to productive and efficient working practices		
You must be able to:		PRN
1	describe appropriately details of operational procedures and documentation	
2	determine the classifications and types of materials and products handled at work	
3	determine the potential hazards associated with different materials and products	
4	determine how to identify work-related hazards and risks	
5	determine how to use personal protective equipment (PPE) in line with operational procedures	
6	determine operational procedures and why it is important to comply with them	
7	determine the limits of the job responsibility when communicating with others	
8	describe appropriately the organisational requirements for efficiency and productivity	
9	determine how to motivate individuals and teams	
10	determine how to create efficient and productive teams	
11	determine the benefits of productive working methods	
12	determine the impact of unproductive working methods	
13	determine the benefits of efficient working methods	
14	determine the impact of inefficient working methods	
15	determine how to identify unproductive working methods	
16	determine how to identify inefficient working methods	
17	determine the organisational reporting procedures and processes	
18	determine the limits of your responsibility for efficiency and productivity.	

Unit 228

Inspection of vehicles used in waste management facilities

Level:	2
Credit value:	2
Recommended GLH:	3

Unit aim

This unit defines the competence required to carry out inspections on vehicles, including plant and tracked vehicles, used in the waste management industry. It involves following prescribed procedures, including those for dealing with unsafe situations or damage permitted within the job role. It requires an ability to maintain records and report the results of inspections as required by the organisation and, in particular, damage which could affect safety or effective operation.

The inspections cover vehicles and associated ancillary equipment and tools.

Learning outcomes

1. Be able to carry out inspections of vehicles and associated equipment.
2. Be able to use and communicate data and information connected with inspections.
3. Be able to resolve problems which arise from inspections of vehicles and associated equipment.
4. Understand the regulations, procedures and requirements for inspection of vehicles used in waste management facilities.
5. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 228

Inspection of vehicles used in waste management facilities

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to carry out inspections of vehicles and associated equipment									
1	Select and use appropriate PPE prior to commencing an inspection in accordance with the organisational procedures								
2	Check that risk assessment outcomes covering the vehicle inspection are met								
3	Carry out the vehicle Inspection in accordance with manufacturers' recommendations and the organisation's inspection schedule								
4	Check the vehicle system in accordance with organisational requirements								
5	Inspect the wheels for security and damage								
6	Check for damage, missing items or insecure body work or fittings that might affect the safe operation of the vehicle								
7	Check the fuel and windscreen wash levels and fill up the tanks if levels are too low for the day's activities								
8	Check the levels of lubricants, cooling system fluid, and other fluid reservoirs								
9	Check that health, safety and amenity equipment fitted to, or in, the vehicle is in place and fit for service								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information connected with inspections							
1	Complete daily inspection reports in accordance with organisational requirements						
2	Record any corrective actions taken and report them to the designated person						
3	Record and report any defects or damage found on vehicles and associated equipment in accordance with organisational procedures						
4	Issue clear warnings to drivers where vehicles and associated equipment do not conform to safe operational requirements						
5	Attach warning signs to vehicles that must not be moved as a result of identifying serious defects or where minor defects infringe transport legislation						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems which arise from inspections of vehicles and associated equipment							
1	Arrange for minor defects to be rectified before vehicles are released for service						
2	Advise your designated supervisor immediately when safety warnings or vehicle isolation measures are ignored by drivers or others						
3	Inflate tyres to the correct operating pressure						
4	Top up low fluid levels with the appropriate approved fluids and record and report your action to the designated person						
5	Request expert opinion from a qualified vehicle technician if the inspection reveals any possible defect with which you are unfamiliar						
6	Resupply any missing health, safety and welfare consumables						
7	Resolve problems within own area of responsibility						
		Type of evidence →					

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

Understand the regulations, procedures and requirements for inspection of vehicles used in waste management facilities

You must be able to:		PRN
1	describe appropriately details of work schedules and working procedures	
2	describe appropriately organisational policies and why it is important to comply with them	
3	determine the potential hazards of waste	
4	determine how to identify work-related hazards and difficulties	
5	describe appropriately the operation of the vehicle systems	
6	describe appropriately the procedures for dealing with unsafe situations and vehicles and associated equipment not capable of operating effectively	
7	describe appropriately the procedures for reporting inspections, damage, defects, shortages and actions taken	
8	determine the items that need to be checked for a specific vehicle and associated equipment	
9	determine the items which are essential for safety	
10	determine how to identify damage that would interfere with the safe and effective operation of the vehicle and associated equipment	
11	determine how to identify any items missing in the vehicle's associated equipment	
12	determine the purpose of the inspection check list and how to use it to carry out and record daily checks	
13	determine responsibility within the job role with regard to statutory requirements	
14	determine the permitted repair or replacements which can be made within the job role.	

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance								
1	Recognise and act when others need support							
2	Be receptive to new ways of working							
Type of evidence →								

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

Unit 229

Control the sale of stocked material or products

Level:	2
Credit value:	3
Recommended GLH:	12

Unit aim

Achievement of this unit demonstrates your competence in controlling the sale of stocked materials or products, sometimes termed “Yard sales” or “Cash Sales”. You must be able to interpret the customers’ requirements, written and/or verbal, confirming if they can be met, giving appropriate instruction for safe collection, and to address any problems which can occur.

You must also be able to ensure the goods sold are as specified and that appropriate payment is made according to operational procedures.

Learning outcomes

1. Be able to control the stocks of material or products.
2. Be able to sell stocked material or products.

Assessment

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

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

Unit 229

Control the sale of stocked material or products

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to control the stocks of material or products							
1	Describe the range of materials/products that are available for sale						
2	Identify materials/products sold						
3	Show how to ascertain if stock is available for sale and collection						
4	Explain the organisational procedures for reporting:						
	• sales						
	• low or unavailable stock						
	• incidents or accidents						
	• emergency situations						
	• vehicle breakdown						
4	• spillage						
	• damage or contamination of stock.						
5	Detail organisations requirements and procedures for vehicle movement onto, on, and leaving the site						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to sell stocked material or products									
1	Explain the organisational policies and procedures in relation to sales transactions								
2	Check that the purchaser, their vehicle and equipment are appropriate for the goods being purchased								
3	Establish the identity of customers and that they are acceptable to the organisation								
4	Describe the organisational procedures for establishing customer identities, and if appropriate, credit ratings								
5	Accurately interpret the customers' requirements								
6	Identify that the requested goods are available, and their location								
7	Decide how the requested goods are to be issued to the customer								
8	Give precise instructions to the customer for purchasing and receiving material/products requested, including safe loading procedure, and adding any specific product information								
9	State the types and forms of information given to customers in relation to sold materials/products								
10	Demonstrate how to check: <ul style="list-style-type: none"> • purchases against customer requirements • that the vehicle is in a safe and suitable condition to leave the site. 								
11	Complete documentation on sales according to organisational requirements								
12	Receive or process payment according to organisational procedures								
13	Explain the organisational procedures for dealing with customers who are: <ul style="list-style-type: none"> • difficult • fail to comply with instructions • do not have an approved method of payment. 								
		Type of evidence →							

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

Unit 230

Conforming to productive working practices in the workplace

Level:	2
Credit value:	3
Recommended guided learning hours:	10

Unit aim

The aim of this unit is to illustrate the skills, knowledge and understanding required to confirm competence in conforming to efficient working practices in the workplace within the relevant sector of industry.

Learning outcomes

1. Communicate with others to establish productive work practices.
2. Follow organisational procedures to plan the sequence of work.
3. Maintain relevant records in accordance with the organisational procedures.
4. Maintain good working relationships when conforming to productive working practices.

Assessment

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

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

Unit 230

Conforming to productive working practices in the workplace

Communicate with others to establish productive working practices		
You must be able to:		PRN
5	Communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively	
6	Describe the different methods of communicating with line management, colleagues and customers	
7	Describe how to use different methods of communication to ensure that the work carried out is productive	

Performance evidence required		Portfolio Reference Number (PRN)					
Follow organisational procedures to plan the sequence of work							
5	Interpret relevant information from organisational procedures in order to plan the sequence of work						
6	Plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively						
7	Describe how organisational procedures are applied to ensure work is planned and carried out productively, in relation to:						
	<ul style="list-style-type: none"> using resources for own and other's work requirements 						
	<ul style="list-style-type: none"> allocating appropriate work to employees 						
	<ul style="list-style-type: none"> organising the work sequence 						
8	<ul style="list-style-type: none"> reducing carbon emissions 						
	Describe how to contribute to zero/low carbon work outcomes within the built environment						
Type of evidence →							

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

Performance evidence required		Portfolio Reference Number (PRN)							
Maintain relevant records in accordance with the organisational procedures									
4	Complete relevant documentation according to the occupation as required by the organisation								
5	Describe how to complete and maintain documentation in accordance with organisational procedures in relation to:								
	- job cards								
	- worksheets								
	- material/resource lists								
6	Explain the reasons for ensuring documentation is completed clearly and within given timescales								
		Type of evidence →							

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

Performance evidence required		Portfolio Reference Number (PRN)							
Maintain good working relationships when conforming to productive working practices									
1	Carry out work productively, to the agreed specification, in conjunction with line management, colleagues, customers and/or other relevant people involved in the work to maintain good working relationships								
2	Apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others								
3	Describe how to maintain good working relationships, in relation to:								
4	- individuals								
5	- customer and operative								
6	- operative and line management								
7	- own and other occupations								
8	Describe why it is important to work effectively with line management, colleagues and customers								
9	Describe how working relationships could have an effect on productive working								
9	Describe how to apply principles of equality and diversity when communicating and working with others								
		Type of evidence →							

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

Level:	3
Credit value:	15
Recommended GLH:	45

Unit aim

The aim of this unit is to illustrate the skills, knowledge and understanding required to confirm competence in operating a weighbridge in the workplace within the relevant sector of industry.

Learning outcomes

1. Be able to carry out prestart checks on the weighbridge.
2. Be able to operate the weighbrid
3. Be able to shut down and secure the weighbridge.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to carry out prestart checks on the weighbridge							
1	Demonstrate procedure for setting up and carrying out prestart checks on the weighbridge						
2	Confirm that all equipment and resources required are available						
3	Identify hazards associated with the weighbridge activity						
4	Describe the weighbridge and ancillary equipment operation and its limitations						
5	Explain the importance of carrying out organisational prestart procedures correctly						
6	Describe the organisational procedures in the event of:						
	• identification of a hazard						
	• accidents and incidents						
	• weighbridge and ancillary equipment damage/faults/failure						
	• weighbridge calibration/testing						
	• maintenance						
7	Demonstrate appropriate action in the event of:						
	• weighbridge faults						
	• identified hazards						
	• confirming work requirements						
	• accidents or incidents.						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to operate the weighbridge							
1	Demonstrate safe operation of weighbridge						
2	Demonstrate monitoring of performance of weighbridge (and any ancillary equipment)						
3	Demonstrate identification of vehicles and loads						
4	Explain the different forms of communication in use						
5	Communicate, giving correct information, at the appropriate time, in the prescribed method to:						
	<ul style="list-style-type: none"> • vehicle operators • supervision. 						
6	Ensure records are completed according to organisational requirements						
7	Describe the range of materials entering and leaving the site						
8	Describe the hazards associated with the weighbridge operation						
9	Describe the types of faults that can occur on the weighbridge and ancillary equipment						
10	Explain the implications of weighbridge faults						
11	Describe the organisational procedures for weighbridge activity recording and reporting						
12	Explain the importance of data protection, and security of information						
13	Explain the acceptable conditions for vehicles entering and leaving the site, and why these must be maintained						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to shut down and secure the weighbridge							
1	Demonstrate procedure to be followed when work is concluded						
2	Explain the importance of carrying out organisational shut down and security procedures correctly						
		Type of evidence →					

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

Level:	3
Credit value:	5
Recommended GLH:	25

Unit aim

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

Learning outcomes

1. Be able to plan work for a team.
2. Be able to allocate work across a team.
3. Be able to manage team members to achieve objectives.
4. Be able to monitor and evaluate the performance of team members.
5. Be able to improve the performance of a team.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to plan work for a team													
1	Agree team objectives with own manager												
2	Develop a plan for a team to meet agreed objectives, taking into account capacity and capabilities of the team												
								Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to allocate work across a team													
1	Discuss team plans with a team												
2	Agree work allocation and SMART (Specific, Measurable, Achievable, Realistic and Time bound) objectives with team members												
3	Agree standard of work required by team												
								Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to manage team members to achieve objectives													
1	Support all team members in order to achieve team objectives												
								Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to monitor and evaluate the performance of team members													
1	Assess team members work against agreed standards and objectives												
2	Identify and monitor conflict within a team												
3	Identify causes for team members not meeting team objectives												
Type of evidence →													

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to improve the performance of a team													
1	Identify ways of improving team performance												
2	Provide constructive feedback to team members to improve their performance												
3	Implement identified ways of improving team performance												
Type of evidence →													

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

Level:	3
Credit value:	5
Recommended GLH:	35

Unit aim

This unit is about taking a lead in identifying the workforce requirements of your organisation and how these will be satisfied. It involves considering the strategic objectives and plans of the organisation to decide whether the workforce should be expanded, maintained or contracted. It also involves considering whether there is an appropriate mix of people to achieve the organisation's objectives, and whether any problems with this can be sorted out by recruiting staff, moving staff to other positions or making staff redundant. 'Workforce' covers any person who works for the organisation. Colleagues do not have to be directly employed as there is a wide range of contractual arrangements which could be used to provide the people the organisation needs, and part of the planning process is to decide how this is managed.

Learning outcomes

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

Assessment

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

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

Unit 303

Set objectives and provide support for team members

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

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

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

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

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

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

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

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

Level:	3
Credit value:	8
Recommended GLH:	53

Unit aim

This unit is about collecting waste safely in accordance with the organisation's guidelines.

Learning outcomes

1. Be able to improve customer service by working with others.
2. Be able to monitor your own performance when improving customer service.
3. Be able to monitor team performance when improving customer service.
4. Understand how to work with others to improve customer service.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to improve customer service by working with others							
1	Contribute constructive ideas for improving customer service						
2	Identify what you have to do to improve customer service and confirm this with others						
3	Agree with others what they have to do to improve customer service						
4	Co-operate with others to improve customer service						
5	Keep your commitments made to others						
6	Make others aware of anything that may affect plans to improve customer service						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to monitor your own performance when improving customer service							
1	Discuss with others how what they do affects customer service						
2	Identify how the way you work with others contributes towards improving customer service						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to monitor team performance when improving customer service							
1	Discuss with others how teamwork affects customer service performance						
2	Work with others to collect information on team customer service performance						
3	Identify with others how customer service teamwork could be improved						
4	Take action with others to improve customer service performance						
		Type of evidence →					

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

Understand how to work with others to improve customer service		
You must be able to:		PRN
1	describe who else is involved either directly or indirectly in the delivery of customer service	
2	describe the roles and responsibilities of others in your organisation	
3	describe the roles of others outside your organisation who have an impact on your services or products	
4	evaluate what the goals or targets of your organisation are in relation to customer service and how these are set	
5	evaluate how your organisation identifies improvements in customer service.	

Level:	3
Credit value:	14
Recommended GLH:	89

Unit aim

This unit defines the competences required to support the generation and retention of waste and resource management business. It involves contact with customers, ascertaining their requirements and proposing services to meet their needs. It requires understanding the waste and resource management business, current waste industry costs & charges and being able to evaluate the customers' needs for waste and resource management services.

Learning outcomes

1. Be able to contribute to the generation of business.
2. Be able to contribute to the retention of business.
3. Be able to use and communicate data and information.
4. Be able to report problems which could affect the generation and retention of waste and resource management business.
5. Understand the regulation procedures and requirements for generating and retaining waste and resource management business.
6. Understand the specific regulation procedures and requirements for generating and retaining waste and resource management business.

Assessment

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

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

Unit 305

Generate and retain waste and resource management business

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to contribute to the generation of business							
1	Maintain accurate and up-to-date information on the organisation's services						
2	Carry out market research and industry networking to identify potential customers						
3	Contact potential customers and establish their needs for waste and resource management services						
4	Develop proposals to meet customer needs and present them to customers in a way that gains their interest						
5	Follow up enquiries for services and expressions of interest for proposals						
6	Acquire orders from customers in response to proposals and initiate the service agreed						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to contribute to the retention of business							
1	Initiate customer's feedback systems for the services provided						
2	Respond to negative customer feedback and initiate remedial action						
3	Evaluate feedback for its importance and impact on operations						
4	Make regular contact with customers to review their business needs						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information							
1	Communicate information on the organisation's services which are consistent with the organisation's policy						
2	Communicate the features and advantages of the available services to generate and retain business						
3	Develop and present a reasoned case when providing advice						
4	Communicate feedback to colleagues and organisational management						
5	Maintain information systems and records for use in generating and retaining business and for quality control purposes						
6	Notify the administration process of all new orders and supply full details for charging and accounting purposes						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to report problems which could affect the generation and retention of waste and resource management business							
1	Report customer complaints of unsafe or unsatisfactory behaviour by organisational representatives when carrying out the service to the appropriate manager						
2	Arrange for customers to be notified if operational problems affect the service delivery						
3	Advise colleagues or managers of situations which need their intervention						
4	Seek expert advice to resolve situations which are outside the responsibility of the job role						
5	Identify any problems in achieving the proposal outcomes and make contingency arrangements for their resolution						
6	Arrange for any sub standard work to be remedied						
		Type of evidence →					

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

Understand the regulation procedures and requirements for generating and retaining waste and resource management business

You must be able to:		PRN
1	describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment for waste and resource management activities	
2	describe appropriately waste management legislation and guidance that is applicable to waste and resource management sites	
3	describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	describe appropriately the legal requirements and company procedures for dealing with unauthorised wastes	
5	describe appropriately the procedures for the proper management control of work activities on customer's sites	
6	describe appropriately the organisational environmental policy and applicable to the services provided	
7	describe appropriately risk analysis to minimise hazards to personnel and the environment for the services provided.	

Understand the specific regulation procedures and requirements for generating and retaining waste and resource management business

You must be able to:		PRN
1	describe appropriately organisational policies, procedures and resource constraints which may affect advice and information given to others	
2	describe appropriately the principles of confidentiality when handling customer feedback	
3	describe appropriately the organisations objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards	
4	describe appropriately recent developments in technology and operating procedures within the waste management industry	
5	describe appropriately the organisations objectives and priorities for the provision of a waste and resource management service	
6	describe appropriately the organisational procedures for the proper management control of work activities on customers sites provided	
7	describe appropriately the records required by legislation and by organisational procedures in relation to the services	
8	describe appropriately the records required by legislation and by company procedures in relation to the service provided	
9	describe appropriately the procedures for dealing with spillages.	

Level:	3
Credit value:	4
Recommended GLH:	20

Unit aim

This unit is about managing your personal resources (particularly knowledge, understanding, skills, experience and time) and your professional development in order to achieve your work objectives and your career and personal goals.

You need to understand your work role and how it fits into the overall vision and objectives of the organisation whilst also understanding what is driving you in terms of your values and your career and wider personal aspirations.

Identifying and addressing gaps in your skills and knowledge and understanding is an essential aspect of this unit.

Learning outcomes

1. Be able to assess own career goals and personal development.
2. Be able to set personal work objectives.
3. Be able to produce a personal development plan.
4. Be able to implement and monitor own personal development plan.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to assess own career goals and personal development							
1	Identify own career and personal goals						
2	Assess how own career goals affect work role and professional development						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to set personal work objectives							
1	Agree SMART (Specific, Measurable, Achievable, Realistic and Time-bound) personal work objectives in line with organisational objectives						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to produce a personal development plan							
1	Identify gaps between objectives set, own current knowledge and skills						
2	Produce a development plan						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to implement and monitor own personal development plan							
1	Plan activities identified in own development plan						
2	Explain how to monitor and review own personal development plan						
		Type of evidence →					

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

Level:	3
Credit value:	4
Recommended GLH:	16

Unit aim

This unit is about managing the traffic office. It deals with recording feedback, communicating it to relevant people and advising them of likely outcomes. It involves evaluating performance, effectiveness and efficiency to identify trends.

This unit is relevant to those managing or supervising staff engaged in road transport operations. This could relate to warehousing and storage, transport or freight forwarding.

Learning outcomes

1. Know how to manage the traffic office.
2. Be able to manage the traffic office.

Assessment

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

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

Know how to manage the traffic office		
You must be able to:		PRN
1	explain the relevant organisational policies and procedures, in relation to managing the traffic office, that relate to:	
	<ul style="list-style-type: none"> • health, safety and security 	
	<ul style="list-style-type: none"> • environmental factors 	
	<ul style="list-style-type: none"> • legal requirements 	
	<ul style="list-style-type: none"> • operating requirements 	
	<ul style="list-style-type: none"> • route, destination, delivery and collection schedules 	
2	explain the following:	
	<ul style="list-style-type: none"> • the type of load and characteristics of the consignment being moved 	
	<ul style="list-style-type: none"> • different modes of transport 	
	<ul style="list-style-type: none"> • types of vehicles and equipment that can be used for carrying different loads 	
	<ul style="list-style-type: none"> • sources of feedback information. 	
3	explain how to manage colleagues within the operation	
4	identify problems that can occur when managing the traffic office	
5	explain the appropriate action take, to in order to deal with identified problems.	

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to manage the traffic office							
1	Follow all organisational policies and procedures, in relation to managing the traffic office, that relate to:						
	• health, safety and security						
	• personal protective equipment						
	• legal requirements						
	• operating requirements						
	• route, destination, delivery and collection schedules						
	• review systems.						
2	Manage colleagues to plan the transportation of loads						
3	Monitor the use of resources						
4	Support colleagues decisions where problems arise						
5	Advise customers and relevant personnel of any changes in the resources allocated or the delivery schedules						
6	Maintain records making any changes according to operational procedures						
7	Evaluate feedback obtained on the use of resources						
8	Review actual performance against the operational plan						
9	Evaluate the effectiveness and efficiency of completed operations						
10	Formulate an action plan based on patterns or trends in actual performance in order to improve performance						
11	Propose amendments to operational and organisational procedures						
12	Communicate effectively						
		Type of evidence →					

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

Unit 308

Organise the transportation of loads in a waste environment

Level:	3
Credit value:	3
Recommended GLH:	30

Unit aim

The aim of this unit is to illustrate the skills, knowledge and understanding required to confirm competence in the organisation of the transportation of loads in the workplace within the relevant sector of industry.

Learning outcomes

1. Be able to organise transport.
2. Understand the organisation of transportation of loads.

Assessment

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

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

Unit 308

Organise the transportation of loads in a waste environment

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to organise transport							
1	Access and use information in relation to:						
	• types of loads to be transported						
	• time of delivery/collection						
	• place of delivery/collection						
	• any special delivery/collection requirements						
	• any limitations or constraints applicable to the load or route						
	• route planning						
	• health, safety and environment.						
2	Arrange collection and delivery of loads on a priority basis						
3	Selection of appropriate vehicle						
4	Follow instructions in relation to the transportation of the load according to organisational procedures						
5	Carry out checks on the suitability of the vehicle and the driver for the type of load to be transported						
6	Maintain records according to organisational procedures						
		Type of evidence →					

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

Understand the organisation of transportation of loads

You must be able to describe appropriately:		PRN
1	describe the types of loads to be moved and their characteristics	
2	explain the organisational policies and procedures in relation to the safe and efficient organisation of transport	
3	explain the environmental, economic, and efficiency issues in relation to the loads and modes of transport used	
4	outline the requirements of relevant legislation, regulation and codes of practice including: <ul style="list-style-type: none"> • weights and measures 	
	<ul style="list-style-type: none"> • drivers hours 	
	<ul style="list-style-type: none"> • drivers licence regulations 	
	<ul style="list-style-type: none"> • vehicle operators licensing requirements 	
	<ul style="list-style-type: none"> • waste handling requirements 	
	<ul style="list-style-type: none"> • environmental constraints. 	
5	explain the organisational policies and procedures in the event of: <ul style="list-style-type: none"> • suitable transport being unavailable 	
	<ul style="list-style-type: none"> • routing or scheduling cannot be achieved in accordance with organisational or regulatory requirements 	
	<ul style="list-style-type: none"> • transport breakdown 	
	<ul style="list-style-type: none"> • accidents or incidents 	
	<ul style="list-style-type: none"> • transport or operator not conforming to requirements for safe efficient operation. 	

Level:	3
Credit value:	4
Recommended GLH:	8

Unit aim

This unit defines the competences required to ensure waste materials are treated effectively. It involves monitoring and controlling the processing of different types of waste and using equipment safely and effectively. It requires problems to be identified quickly when they arise and resolving them as quickly as possible to minimise disruption to the treatment operation (processes).

Learning outcomes

1. Be able to prepare equipment and materials to treat waste.
2. Be able to monitor and control waste process operations.
3. Be able to shut down the processing operations.
4. Be able to use and communicate data and information connected with waste process operations.
5. Be able to resolve problems which arise from running waste process operations.
6. Understand the regulation procedures and requirements for overseeing waste process operations.
7. Understand the specific regulation procedures and requirements for overseeing waste process operations.
8. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to prepare equipment and materials to treat waste								
1	Check the process equipment complies with operational requirements before processing is started							
2	Check equipment and materials to be used for processing are fully serviceable and ready for safe use in accordance with operational procedures							
3	Check workplace safety equipment is available, and functioning correctly, before processing is started							
4	Select and use the designated personal protective equipment (PPE) in accordance with operational procedures							
5	Check the work area and equipment is maintained, clean and prepared in order to start processing safely							
6	Follow start up procedures in line with operational procedures							
		Type of evidence →						

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

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to monitor and control waste process operations								
1	Check the work area is left in a clean, safe and serviceable condition on completion of processing activity							
2	Follow shut down procedures in line with operational procedures							
3	Shut the process down safely in the event of any accident, incident, major failure of equipment or other emergency							
		Type of evidence →						

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to shut down the processing operations							
1	Conform to all operational procedures for the job						
2	Comply with operational guidelines for maintaining safety and security around the processing area						
3	Monitor the work process to ensure it conforms to quality control measures						
4	Adjust the process controls to ensure operations remain within specification						
5	Confirm the waste and other products of the process meet specifications in full compliance with operational requirements						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information connected with waste process operations							
1	Follow operational procedures to inform team members and other people in the vicinity when an operation is ready to start or be handed over						
2	Verify the detail in the documentation received with the waste is correct before the waste is processed						
3	Record waste processing information in line with acceptance procedures and confirm the waste acceptance criteria are met						
4	Report abnormalities in received waste or its documentation by bringing them to the attention of the designated person						
5	Record and report the presence of any unacceptable waste in accordance with operational requirements						
6	Report non-conformances of waste to the designated person						
7	Complete all documentation for the processing and dispatch of waste consignments, and check the details are correct for the waste to be despatched						
8	Pass on information to other people where it is needed for other purposes						
9	Record, and report, defects in equipment, failure to meet processing requirements, accidents or other incidents in accordance with operational procedures						
10	Check processing records for quality assurance purposes are stored securely						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems which arise from running waste process operations							
1	Take steps to reconcile differences between delivery documentation and wastes received before starting process operations						
2	Arrange for minor faults to be put right quickly in order to minimise disruption to processing schedules						
3	Take steps, immediately, to deal with the spillage of waste and any release of contamination to the environment						
4	Alert people, promptly, to emergencies and accidents which arise on the work site						
5	Follow operational procedures promptly when dealing with accidents which result in personal injury or contamination of people						
6	Check that unsafe behaviour is avoided in accordance with the responsibilities of the job role and workplace procedures						
7	Refer matters that affect the integrity of the process, or which pose a health and safety risk, that are outside the responsibility of the job role						
		Type of evidence →					

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

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

Understand the specific regulation procedures and requirements for overseeing waste process operations

You must be able to:		PRN
1	describe appropriately control measures and precautions to be used in handling wastes and treatment materials	
2	describe appropriately the specifications for treated waste product and how to deal with variations from those specifications	
3	describe appropriately the differences between batch waste treatment processes and continuous waste treatment processes	
4	describe appropriately the procedures for dealing with outputs and residues	
5	describe appropriately the procedures for checking process equipment	
6	describe appropriately the methods which can be used to monitor the treatment process	
7	describe appropriately the quality control parameters for the treatment processes	
8	describe appropriately the methods of process adjustment to meet specification range	
9	describe appropriately the approved methods of sampling from the treatment process	
10	describe appropriately the procedures for dealing with spillages	
11	determine the importance of ensuring the people carrying out the process are trained or qualified to do it	
12	determine the hazards associated with wastes and treatment processes	
13	determine how to check and confirm that documentation matches the wastes and materials to which it refers	
14	determine how to deal with cases of non compliance of waste	
15	determine the importance of hygiene, safety and maintaining good housekeeping practices and standards	
16	determine how to use emergency stop procedures	
17	determine the importance of emergency shutdown procedures and how to use them.	

Be able to work in a manner which underpins effective performance

1	Recognise and act when others need support						
2	Take responsibility for resolving problems in your work area						
Type of evidence →							

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

Level:	3
Credit value:	8
Recommended GLH:	80

Unit aim

This unit is about responding to changes to the planned transport route due to unforeseen circumstances such as road closures or accidents.

Learning outcomes

1. Be able to revise the planned transportation of waste loads.
2. Be able to use and communicate data and information for maintaining the waste transport operation.
3. Be able to resolve problems which affect the transportation of waste.
4. Understand the regulation procedures and requirements for revising planned waste transport operations.
5. Understand the specific regulation procedures and requirements for revising planned waste transport operations.
6. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 310

Revise planned waste transport operations

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to revise the planned transportation of waste loads							
1	Amend the routing and scheduling information needed for transporting the loads						
2	Arrange for alternative uplifts where necessary						
3	Determine the availability of drivers, and the suitability of vehicles & equipment required to transport the load safely and efficiently						
4	Provide updates to authorised personnel with regards to the routes and operating schedules you have revised						
5	Check that the revised transport operation complies with all regulations and guidelines						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information for maintaining the waste transport operation							
1	Prepare and issue all documentation required to accompany the load and make it ready for issue to the driver						
2	Record details of agreements made for waste uplifts in accordance with operational procedures and organisational requirements						
3	Check that records about the driver, vehicle, and equipment allocated for each uplift are completed and processed and stored in accordance with organisational procedures						
4	Record any incidents, accidents, or events that arise during, or access restrictions that prevent the planned transport operation						
5	Check that uplift and transport documents required for legal compliance and quality assurance purposes are stored securely						
6	Record useful information about uplift sites and any restrictions affecting vehicle access for use in planning future uplifts						
7	Arrange for drivers to notify you by telephone of any circumstances that interfere with their ability to meet the schedule for any uplift						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to resolve problems which affect the transportation of waste									
1	Notify uplift site personnel if the planned uplift cannot take place on schedule								
2	Reschedule any delayed uplift and subsequent uplifts affected by a delay								
3	Advise drivers about adverse traffic or access problems notified to them before they leave or by telephone when they are in transit								
4	Arrange for assistance to be sent out to any vehicle that is disabled whilst carrying out the scheduled operation								
		Type of evidence →							

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

Understand the regulation procedures and requirements for revising planned waste transport operations		
You must be able to describe appropriately:		PRN
1	details of work schedules and working procedures	
2	organisational policies and why it is important to comply with them.	
You must be able to determine:		PRN
3	the different types of waste	
4	the potential hazards of waste	
5	how to identify work-related hazards and difficulties	
6	how to deal with disagreements with colleagues	
7	how to use personal protective equipment (PPE) in line with operational procedures	
8	what information you are allowed to pass on to other people.	

Understand the specific regulation procedures and requirements for revising planned waste transport operations

You must be able to describe appropriately:		PRN
1	The legal regulations, organisational procedures and codes of practice for the transport of waste & the operation of vehicles on the public highway	
2	The characteristics of loads to be transported	
3	The records and data that need to be kept to comply with organisational requirements	
4	The principles of effective time and resource management for routing and scheduling waste transport operations	
You must be able to determine:		PRN
5	How to recognise the interrelationship of staff availability, drivers' hours, weather, traffic regulations, vehicle availability & suitability, traffic flows, and site access conditions when revising transport schedules	
6	How to contact customers and arrange for rescheduled uplifts	
7	How to access information to meet the responsibilities of your job	
8	How to transmit operational information to drivers, colleagues and customers	

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance								
1	Recognise and act when others need support							
2	Take responsibility for resolving problems in your work area							
Type of evidence →								

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

Unit 311

Store waste and operating materials within a waste management facility

Level:	3
Credit value:	7
Recommended GLH:	70

Unit aim

This unit defines the competence required when working in an operational role in a waste management facility. It requires ensuring the waste materials and are dealt with and stored according to organisational requirements. It involves working safely and making sure any documentation is used and dealt with according to organisational requirements.

Learning outcomes

1. Be able to sort and store waste and operating materials.
2. Be able to monitor and maintain storage conditions.
3. Be able to use and communicate data and information.
4. Be able to resolve problems from storing waste and operating materials.
5. Understand the regulation procedures and requirements for storing waste and operating materials within a waste management facility.
6. Understand the specific regulation procedures and requirements for storing waste and operating materials within a waste management facility.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 311

Store waste and operating materials within a waste management facility

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to sort and store waste and operating materials									
1	Wear and use personal protective equipment (PPE) in line with operational procedures								
2	Use the equipment specified for the job to sort waste and operating materials								
3	Use equipment specified for the job to move waste and operating materials								
4	Sort, store, and label waste and materials according to their nature								
5	Check and confirm the storage area is clean and tidy after movement of waste or materials								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to monitor and maintain storage conditions									
1	Maintain the safety and security of the storage facility areas throughout the working day								
2	Ensure the storage facility areas are kept clean and tidy throughout the working day								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to use and communicate data and information									
1	Check all necessary documentation is complete and up-to-date								
2	Keep and maintain records of work activities so they can be used by others for quality assurance and audit purposes								
3	Follow all procedures where you are a lone worker								
4	Follow all procedures connected with the work requirements to maintain the quality of the organisation's work								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems from storing waste and operating materials							
1	Report any equipment defects and take steps to correct them as permitted by operational procedures						
2	Report any problems in storage conditions to the designated person						
3	Report problems and take steps to resolve them within the limits of the responsibility of the job role						
4	Advise colleagues or managers where situations need them to intervene						
5	Resolve situations which are outside the job role responsibility by referring them to the designated person						
		Type of evidence →					

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

Understand the regulation procedures and requirements for storing waste and operating materials within a waste management facility		
You must be able to:		PRN
1	describe appropriately details of operational procedures and documentation	
2	describe appropriately operational procedures and why it is important to comply with them.	
3	determine the classifications and types of waste	
4	determine the potential hazards associated with different wastes	
5	determine how to identify work-related hazards and risks	
6	determine how to deal constructively with colleagues and other people and resolve disagreements	
7	determine how to use personal protective equipment (PPE) in line with operational procedures	
8	determine the limits of the job responsibility when communicating with others.	

Performance evidence required	Portfolio Ref Number (PRN)								
Understand the specific regulation procedures and requirements for storing waste and operating materials within a waste management facility									
1	Label waste, when required								
2	Maintain safety and security of storage								
3	Identify defects and correct them where permissible								
4	Determine the requirements for keeping the storage facilities area clean and tidy								
5	Determine environmental requirements related to storage								
6	Determine storage facilities location and layout								
7	Determine operational procedures for storage								
8	Determine implications of relevant legislation to sorting and storing waste and operating materials								
		Type of evidence →							

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

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to work in a manner which underpins effective performance									
1	Recognise and act when others need support								
2	Take responsibility for resolving problems in your work area								
		Type of evidence →							

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

Unit 312

Contribute to the management of the environmental impact of work

Level:	3
Credit value:	7
Recommended GLH:	32

Unit aim

This unit defines the competences required for managing the procedures and processes for the treatment of waste. It requires the implementation and management of procedures for controlling treatment operations for wastes. All procedures must be implemented in compliance with the legislative requirements for the site operations.

Learning outcomes

1. Be able to maintain the environment through effective contribution to the management of work
2. Understand how to manage the impact of work on the environment.

Assessment

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

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

Unit 312

Contribute to the management of the environmental impact of work

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to maintain the environment through effective contribution to the management of work							
1	Organise work activities and the use of resources in own area of responsibility so that they are:						
	<ul style="list-style-type: none"> efficient and effective 						
	<ul style="list-style-type: none"> compliant with legal requirements and environmental policies minimise the negative and maximise the positive impact on the environment. 						
2	Identify the environmental impact of work activities and the use of resources in own area of responsibility						
3	Report promptly any identified risks to the environment, which self and others do not have the ability to control						
4	Encourage people in own area of responsibility to identify opportunities for, and contribute to, improving environmental performance						
5	Identify and implement changes to work activities and the use of resources that will reduce the negative and increase the positive impact on the environment						
6	Communicate the environmental benefits resulting from changes to work activities and the use of resources						
7	Obtain specialist advice, where necessary, to help identify and manage the environmental impact of your work activities and use of resources						
8	Recognise changes in circumstances promptly and adjust plans and activities accordingly						
9	Present information clearly, concisely, accurately and in ways that promote understanding						
10	Keep people informed of plans and developments						
11	Comply with and ensure others comply with:						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> industry regulations organisational policies 						
	<ul style="list-style-type: none"> professional codes. 						
12	Act within the limits of own authority						
13	Be vigilant to possible hazards						
14	Make appropriate information and knowledge available promptly to those who need it and have a right to it						

15	Encourage others to share information and knowledge efficiently within the constraints of confidentiality						
16	Make best use of available resources and proactively seek new sources of support when necessary						
Type of evidence →							

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

Understand how to manage the impact of work on the environment		
You must be able to:		PRN
1	explain how to organise work activities and the use of resources in own area of responsibility so that self and others are efficient and effective	
2	explain the importance of organising work activities and the use of resources so that you minimise their negative and maximise their positive environmental impact, and how to do so	
3	explain the importance of identifying the environmental impact of work activities and the use of resources in own area of responsibility, and how to do so	
4	explain the importance of reporting promptly any identified risks to the environment which you do not have the ability to control, and how to do so	
5	explain how to encourage people to make contributions	
6	explain how to identify and implement changes to work activities and the use of resources that will reduce their negative and increase their positive environmental impact	
7	describe the principles of effective communication and how to apply them	
8	explain the limits of own and others responsibility	
9	explain industry and sector requirements for managing environmental performance in own area of responsibility	
10	describe the legal requirements and environmental policies and how to comply with them	
11	describe the types of risks to the environment, which you and others do not have the ability to control	
12	describe the range of environmental specialists that exist inside and/or outside your organisation	
13	explain own role, responsibilities and limits of own authority	
14	present information clearly, concisely, accurately and in ways that promote understanding	
15	keep people informed of plans and developments	
16	make appropriate information and knowledge available promptly to those who need it and have a right to it	
17	encourage others to share information and knowledge efficiently within the constraints of confidentiality.	

Level:	3
Credit value:	7
Recommended GLH:	33

Unit aim

This unit defines the competences required for managing the procedures to prepare wastes for further transport for treatment, keeping or disposal elsewhere. It requires the implementation and management of procedures for preparing wastes for transfer from the site to another destination. All procedures must be implemented in compliance with the legislative requirements for the site operations.

Learning outcomes

1. Be able to plan and delegate work activities within your area of responsibility.
2. Be able to manage the timely and safe completion of work activities.
3. Be able to use and communicate data and information when supervising others.
4. Be able to resolve problems which arise when supervising and working with others.
5. Understand the regulations, procedures and requirements for supervising the work of others.
6. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 313

Supervise the work of others

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to plan and delegate work activities within your area of responsibility									
1	Agree the division of work for each member of staff before instructing work to commence								
2	Plan the best way to carry out the work to achieve performance requirements								
3	Confirm that the working methods to be used comply with operational requirements and Health & Safety Regulations								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to manage the timely and safe completion of work activities									
1	Ensure that all staff carry out, and complete, work activities within performance requirements								
2	Ensure that individuals work in a safe manner and wear PPE in accordance with organisational requirements								
3	Identify and resolve any difficulties which arise from staff carrying out their work safely								
4	Prevent disagreements between people from disrupting work								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to use and communicate data and information when supervising others									
1	Complete work documentation in accordance with operational requirements								
2	Provide colleagues with information to enable them to undertake work in accordance with operational requirements								
3	Obtain, and communicate to colleagues, information that is needed to enable tasks to be undertaken effectively and safely								
		Type of evidence →							

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

Performance evidence required		Portfolio Reference No. (PRN)						
Be able to resolve problems which arise when supervising and working with others								
1	Notify the designated person when work is likely to be completed later than a pre-agreed schedule							
2	Resolve instances of unsafe or disruptive behaviour in accordance with operational procedures							
3	Resolve problems arising within own area of responsibility							
4	Report problems that cannot be resolved to the designated person							
		Type of evidence →						

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

Understand the regulations, procedures and requirements for supervising the work of others		PRN
You must be able to:		
1	explain the potential hazards associated with different materials	
2	explain how to identify work-related hazards and risks	
3	explain operational procedures and documentation	
4	describe how to deal constructively with colleagues and other people and resolve disagreements	
5	describe how to use personal protective equipment (PPE) in line with operational procedures	
6	explain why it is important to comply with operational procedures	
7	explain the organisations performance requirements for the work being carried out	
8	explain a range of different styles of working	
9	describe the different methods and ways that can be used to supervise and motivate others	
10	explain how to develop productive working relationships	
11	explain how to resolve misunderstandings	
12	explain how to manage meetings and discussions and achieve positive outcomes	
13	explain how to recognise and overcome work-related difficulties in the workplace.	

Performance evidence required		Portfolio Reference No. (PRN)						
Work in a manner which underpins effective performance								
1	Recognise and act when others need support							
2	Be receptive to new ways of working							
		Type of evidence →						

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

Level:	3
Credit value:	8
Recommended GLH:	58

Unit aim

This unit defines the competences required in managing the procedures for the movement, sorting and storage of waste on a site. It requires the implementation and management of procedures for dealing with wastes that requires specific handling and it involves ensuring work activities are performed safely and securely. It requires that all vehicles, plant and crews on-site comply with relevant legislation and organisational procedures that must be implemented in compliance with the legislative requirements for the site operations.

Learning outcomes

1. Be able to supervise activities in compliance with health and safety legislation and approved processes and procedures.
2. Be able to use and communicate data and information in line with operational procedures.
3. Be able to resolve problems which could affect health and safety.
4. Understand the regulations, procedures and requirements for Supervising health and safety in the working environment for waste management activities.
5. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 314

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to supervise activities in compliance with health and safety legislation and approved processes and procedures									
1	Ensure that all staff maintain their personal standards of hygiene in accordance with organisational requirements								
2	Ensure that all staff use their designated personal protective equipment (PPE) in accordance with operational procedures and legislation								
3	Ensure that all staff use approved safe working and hygiene methods and techniques when carrying out work activities								
4	Make sure work areas are kept clean and tidy and contribute to maintaining them in a suitable condition								
5	Ensure that all staff follow safe working procedures and practices in accordance with organisational requirements								
6	Ensure that all staff carry out work routines in accordance with organisational procedures								
7	Check risk assessments are in place for all aspects of work, prior to instructing staff to commence operations, and ensure that the requirements are complied with								
8	Ensure that all pedestrians keep to specified walkways in the work place								
9	Give warnings to people who might be at risk from hazardous conditions								
10	Ensure data is used and communicated as detailed in operational procedures								
		Type of evidence →							

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

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to use and communicate data and information in line with operational procedures								
1	Report unsafe materials, plant and equipment							
2	Report unsafe locations to the designated person							
3	Report unsafe operating conditions in the work environment							
4	Report hazards which have the potential to be risks							
5	Report emergencies promptly							
		Type of evidence →						

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

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to resolve problems which could affect health and safety								
1	Deal with unsafe behaviour in accordance workplace procedures and approved practices							
2	Take steps to deal with conditions that are hazardous to people							
3	Report problems within own area of responsibility in accordance with operational procedures							
4	Refer – to the designated person - health and safety issues that fall outside the responsibility of the job role							
		Type of evidence →						

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

Understand the regulations, procedures and requirements for supervising health and safety in the working environment for waste management activities

You must be able to:		PRN
1	describe the classifications and types of waste	
2	describe the potential hazards associated with different wastes	
3	explain the relevant waste management operational procedures and why it is important to comply with them	
4	describe operational documentation and recording systems	
5	describe the work related hazards and risks associated with work activities and the management of waste	
6	explain how to deal constructively with colleagues and other people and resolve disagreements	
7	explain how to use personal protective equipment (PPE) in line with operational procedures	
8	describe organisations requirements for maintaining personal hygiene	
9	describe the legislative requirements for conducting risk assessments in the workplace	
10	describe organisational processes and procedures for reporting potential risks, hazards and dangerous incidents	
11	describe the differences between a hazard and a risk	
12	explain the importance of good housekeeping	
13	explain the importance of identifying hazards and how to minimise them	
14	explain the importance of warning others about risks and ways to do it	
15	explain the different types of plant equipment and potential risks from it	
16	describe hazard warning signs and their purposes.	

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance								
1	Recognise and act when others need support							
2	Be receptive to new ways of working							
		Type of evidence →						

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

Unit 315

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

Level:	3
Credit value:	8
Recommended GLH:	46

Unit aim

This unit defines the competences required to manage the transfer of outputs and safe disposal of residues arising from remediation of contaminated land. It requires the implementation and management of procedures for controlling transfer operations for transporting outputs and for the disposal of waste residues. All procedures must be implemented in compliance with the legislative requirements for the contaminated land remediation operations.

Learning outcomes

1. Be able to manage the transfer of outputs and the disposal of residues from remediation of contaminated land.
2. Be able to use and communicate data and information to enable compliance with legislative and organisational requirements.
3. Be able to resolve problems which arise from the transfer of outputs and the disposal of residues from remediation of contaminated land.
4. Understand the regulation procedures and requirements for the transfer of outputs and disposal of residues from remediation of contaminated land.
5. Understand the specific regulation procedures and requirements for the transfer of outputs and disposal of residues from remediation of contaminated land.
6. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 315

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to manage the transfer of outputs and the disposal of residues from remediation of contaminated land							
1	Implement systems and procedures for the transfer and transport of outputs and the disposal of residues from remediation of contaminated land in accordance with legislative and organisational requirements						
2	Make arrangements for an adequate supply of materials, equipment and information needed to carry out the loading and transport on or from the site						
3	Implement and operate health, safety and environmental risk assessment processes to enable reporting systems to operate effectively						
4	Make arrangements for the safe loading of the outputs and residues from the remediation processes						
5	Implement procedures and controls for the safe placement of remediated outputs that are to remain on the site						
6	Maintain the quality of the organisation's work by ensuring that all procedures and waste transfer and disposal processes are adhered to						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information to enable compliance with legislative and organisational requirements							
1	Implement and maintain recording and information systems for the transfer and transport of outputs and disposal of residues from remediation processes carried out at the site						
2	Ensure that sites to which outputs and residues are to be transferred comply with all legislative requirements						
3	Inform site personnel of the risks associated with handling hazardous materials that are required to be sent off site for disposal						
4	Ensure the programme of work, and operational instructions, relating to the transfer and transport operations contain the information needed for site personnel to carry out the processes in line with organisational procedures						
5	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given						
6	Ensure transport documentation for materials leaving the site is completed accurately						
7	Maintain accurate records of outputs and residues leaving the site						
8	Maintain accurate records of outputs remaining on the site, together with their location						
9	Advise colleagues and managers about accidents, incidents, interruptions to work and any situations that require their attention						
10	Maintain records of training for all staff employed on transfer and transport operations on the site						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems which arise from the transfer of outputs and the disposal of residues from remediation of contaminated land							
1	Ensure systems are in place to rectify staff shortages, equipment and transport deficiencies, and external causes that prevent the transfer, transport or disposal of wastes						
2	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures						
3	Make arrangements for alternative transport and recipients for outputs and residues when existing arrangements are unavailable						
4	Seek expert advice to resolve situations which are outside the responsibility of the job role						
		Type of evidence →					

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

Understand the regulation procedures and requirements for the transfer of outputs and disposal of residues from remediation of contaminated land

You must be able to:		PRN
1	describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment for waste management activities	
2	describe appropriately waste management legislation and guidance that is applicable to waste management and land remediation sites and for the transportation of wastes	
3	describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.	
5	describe appropriately the procedures for the proper management control of work activities on the site	
6	describe appropriately the organisational environmental policy and procedures applicable to the site and the Duty of Care requirements for the organisation	
7	describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	

Understand the specific regulation procedures and requirements for the transfer of outputs and disposal of residues from remediation of contaminated land

You must be able to describe appropriately:		PRN
1	describe appropriately the organisational procedures for the management of personnel and work activities	
2	describe appropriately the specific legislative requirements and guidance applicable to the transfer and transport of waste from the site	
3	describe appropriately planning permission and the organisation's working plan for the site	
4	describe appropriately the quality inspection and identification procedures and the handling requirements for the types of materials remediated at the site	
5	describe appropriately the operating procedures for all machinery, plant and equipment used on the site for loading remediation materials and residues	
6	describe appropriately Control the Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received and used on your site	
7	describe appropriately the onsite procedures for the management of storage of the outputs and residues from remediation processes	
8	describe appropriately the records required by legislation and by company procedures in relation to the transfer and transport of remediated materials and residues	
9	describe appropriately the records required by legislation and by company procedures in relation to the placement of remediated materials on the site	
10	describe appropriately the procedures for dealing with spillages.	

11	describe appropriately the organisational procedures for transport operations and the supply and use of the transport resources required	
12	describe appropriately regulations applicable to the transport of hazardous substances on public roads	
13	describe appropriately the procedures and documentation required for the transport of waste to comply with legislative requirements and guidance	
14	describe appropriately the procedures for dealing with residues, out of specification remediated materials and any other rejects from the process	
15	determine the range and nature of operational outputs and residues produced from the remediation of contaminated land	
16	determine the storage and handling implications for the remediated material types produced on the site	
17	determine the types, functions and limitations of materials handling equipment available for use on the site	
18	determine the lifting and handling techniques that are suitable for the remediated materials and residues that are being transported on or from the site	
19	determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
20	determine the potential hazards to safety, health and the environment arising from the loading and transport of remediated materials and residues	
21	determine how to interpret process documentation and verify that the information is accurate and relates to the remediated materials and residues	
22	determine how to communicate operational instructions orally and in writing	
23	determine the importance of ensuring people's understanding of operational instructions and how to do this	

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance								
1	Encourage others to develop themselves							
2	Apply integrity, fairness & consistency in decision making							
3	Use different leadership styles depending on individual							
Type of evidence →								

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

Unit 316

Control work activities on a waste management facility

Level:	3
Credit value:	8
Recommended GLH:	46

Unit aim

This unit defines the competences required for controlling the work activities carried out on a waste management facility. It requires the implementation of procedures to ensure that work activities are established and carried out in accordance with agreed site operational procedures and that all procedures are implemented in compliance with the legislative requirements for the site operations. It is necessary to demonstrate the competence needed to manage records and information systems relating to work activities in accordance with organisational procedures.

Learning outcomes

1. Be able to control work activities on a waste facility.
2. Be able to use and communicate data and information.
3. Resolve any problems which may arise from controlling work activities on a waste facility.
4. Understand the regulation procedures and requirements for controlling work activities on a waste management facility.
5. Understand the specific regulation procedures and requirements for controlling work activities on a waste management facility.
6. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 316

Control work activities on a waste management facility

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to control work activities on a waste facility									
1	Establish and oversee programmes of work which meet the legislative and organisational requirements required for site activities								
2	Ensure that work instructions comply with legislation and organisational procedures & requirements								
3	Ensure that staff understand and comply with their work instructions in accordance with legislative and organisational requirements								
4	Ensure that individuals have received training before using any machinery, plant or equipment								
5	Maintain safe systems of work and put in place precautions to eliminate or reduce the risk from hazards								
6	Ensure that the resources and staff with the skills needed to carry out the operating procedures safely are available								
7	Identify potential hazards and take steps to reduce risks to personnel and the environment related to wastes which are difficult to handle, may contain disguised materials or unacceptable components, are unauthorised, or likely to present unexpected health problems								
8	Monitor staff activity on site operations to ensure they enhance or maintain the quality of the organisation's work								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information							
1	Make sure the programme of work and operational instructions relating to the site operations contain all the information needed for site personnel to carry out the activity in accordance with organisational procedures						
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given						
3	Keep accurate records of site activities in accordance with legislative and organisational requirements						
4	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention						
5	Maintain a record of training for all staff employed on transfer operations on the site						
6	Prepare documentation for the transfer of wastes that meets all duty of care requirements						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve any problems which may arise from controlling work activities on a waste facility							
1	Take actions to rectify any staff shortages, equipment deficiencies or external causes that prevent the site activities from being carried out						
2	Seek advice to resolve situations which are outside the responsibility of the job role						
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures						
4	Take steps to rectify any infringement of legislative conditions revealed during routine inspections of the site						
		Type of evidence →					

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

Understand the regulation procedures and requirements for controlling work activities on a waste management facility

You must be able to:		PRN
1	describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment for waste management activities	
2	describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for effective care, maintenance and use of this equipment	
4	describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	describe appropriately the organisational environmental policy and procedures applicable to the site	
6	describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	describe appropriately the procedures for the proper management control of work activities on the site.	

Understand the specific regulation procedures and requirements for controlling work activities on a waste management facility

You must be able to:		PRN
1	describe appropriately the organisation's objectives and targets for the waste facility	
2	describe appropriately the planning permission legislative requirements and the site working plan for the activities	
3	describe appropriately the records required by legislation and by organisational procedures in relation to work activities on the waste facility	
4	describe appropriately the site procedures for the proper management of personnel and work activities	
5	determine how to identify, rectify and record discrepancies and defects arising from site activities	
6	determine the different types of waste including those requiring specific handling	
7	determine all the types of information required for the completion of paperwork regarding site activities	
8	determine the importance of following equipment operating procedures	
9	determine how to communicate work instructions orally and in writing	
10	determine the importance of ensuring each individual's understanding of work instructions and how to do this	
11	determine the importance of monitoring compliance with work instructions, how to do this, and how to respond to incidents of non-compliance	
12	determine how to report accidents and incidents that arise on site.	

Performance evidence required		Portfolio Ref Number (PRN)						
Be able to work in a manner which underpins effective performance								
1	Be assertive in making decisions							
2	Pursue accountability of staff for delegated responsibilities							
3	Reflect critically on personal achievements to inform future actions							
		Type of evidence →						

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

Unit 317

Maintain vehicle crew compliance with operational requirements

Level:	3
Credit value:	3
Recommended GLH:	12

Unit aim

Achievement of this unit demonstrates your competence in monitoring the compliance of vehicle operations, road or rail, on and when leaving the site, with relevant regulations. You must monitor the vehicle crews for safe working practice and compliance with legislation and other requirements. You will report breaches to the appropriate person.

Learning outcomes

1. Be able to maintain vehicle crew compliance with operational requirements.

Assessment

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

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

Unit 317

Maintain vehicle crew compliance with operational requirements

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to maintain vehicle crew compliance with operational requirements									
1	Explain the organisational policies and procedures for vehicle operation and crews working on the site								
2	Demonstrate how to check that vehicle crews are aware of the operational requirements								
3	Give instruction to vehicle crews on the site requirements in a positive manner to achieve compliance								
4	Describe the regulatory requirements in relation to vehicle movements in relation to the site								
5	Describe the types and purpose of personal protective equipment used on site								
6	Demonstrate how to monitor vehicle movements and crew compliance								
7	Demonstrate the procedure for informing vehicle crews of any failure to comply with organisational requirements								
8	Explain organisational procedures in the event of:								
	<ul style="list-style-type: none"> a vehicle crew member unwilling or unable to comply with site operational requirements 								
	<ul style="list-style-type: none"> incident or accident emergency situations. 								
9	Explain the importance of communicating with vehicle crews tactfully								
		Type of evidence →							

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

Level:	3
Credit value:	3
Recommended GLH:	10

Unit aim

This unit is about taking sound decisions based upon a valid analysis of the best available information. Managers at all levels need to take decisions within their area of responsibility and authority. This unit provides a structure for taking decisions that meet defined objectives and are consistent with a broader framework of values, policies and guidelines.

Learning outcomes

1. Be able to identify circumstances that require a decision to be made.
2. Be able to collect information to inform decision-making.
3. Be able to analyse information to inform decision-making.
4. Be able to make a decision.

Assessment

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

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

Unit 318

Make effective decisions

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to identify circumstances that require a decision to be made													
1	Explain the circumstances requiring a decision to be made												
2	State the desired objective(s) for making a decision												
3	Establish criteria on which to base the decision, in line with own organisation												
												Type of evidence →	

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to collect information to inform decision-making													
1	Identify information needed to inform the decision-making process												
2	Communicate with stakeholders affected by the decision												
3	Explain how to inform stakeholders about the decision-making process												
												Type of evidence →	

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to analyse information to inform decision-making													
1	Identify information for validity and relevance to the decision-making process												
2	Analyse information and against established criteria												
												Type of evidence →	

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

Performance evidence required		Portfolio Ref Number (PRN)						
Be able to make a decision								
1	Apply decision-making technique(s) to determine a decision							
2	Explain the decision made in line with desired objectives							
3	Communicate the decision taken to relevant stakeholders							
		Type of evidence →						

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

Unit 319

Manage customer care programs to improve waste management services

Level:	3
Credit value:	9
Recommended GLH:	31

Unit aim

This unit defines the competence required for collecting information from customers about the service organisation's performance and analysing it to identify problems and areas for potential improvement. It requires the ability to formulate improvements, consult with stakeholders in the organisations that will be affected, get them authorised and communicate the authorised improvements to all those involved.

Learning outcomes

1. Be able to obtain and analyse feedback from customers on waste and resource management services.
2. Be able to make recommendations to improve services to customers
3. Be able to use and communicate data and information.
4. Be able to resolve problems which arise from identifying opportunities to improve services to customers.
5. Understand the regulation procedures and requirements for managing customer care programs to improve waste management services.
6. Understand the specific regulation procedures and requirements for managing customer care programs to improve waste management services.
7. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 319

Manage customer care programs to improve waste management services

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to obtain and analyse feedback from customers on waste and resource management services							
1	Initiate customer's feedback systems for the services provided						
2	Maintain procedures to acknowledge and record customers' perceptions of problems and praise for good service						
3	Initiate procedures to analyse all feedback that is received and record recommendations from customers						
4	Respond to negative customer feedback and initiate remedial action						
5	Evaluate feedback for its importance and impact on operations and consult with operational experts to formulate possible improvements						
6	Implement procedures to make recommendations for improvements to be communicated to key stakeholders for comment						
7	Develop key performance indicators and use them to monitor trends and performance based on customer feedback						
8	Make regular contact with customers to review their business needs						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to make recommendations to improve services to customers							
1	Ensure and confirm that recommendations for improvement meet customer requirements identified by the analysis of customer feedback						
2	Consult with key stakeholders on initial recommendations and take into account their comments						
3	Create and justify detailed proposals from initial recommendations following consultation with stake holders						
4	Present proposals for improvements, with supporting information, to stakeholders with the correct level of authority to implement the recommendations						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information							
1	Communicate customer feedback information accurately to the service delivery organisation						
2	Comply with organisational procedures to enhance or maintain the organisations quality standards						
3	Ensure that all documentation and communication comply with legislation on data protection						
4	Maintain records of disclosures of vested interest resulting from the customer care programme						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to resolve problems which arise from identifying opportunities to improve services to customers							
1	Take steps to rectify any failure to comply with legislative requirements						
2	Initiate remedial action for any failure to comply with the detail of the service agreement						
3	Refer any issues that are not in the remit or responsibility of the job role to staff with the correct level of authority						
4	Report customer complaints of unsafe or unsatisfactory behaviour by organisational representatives when carrying out the service to the appropriate manager						
5	Arrange for customers to be notified if operational problems affect the service delivery						
6	Advise colleagues or managers of situations which need their intervention						
		Type of evidence →					

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

Understand the regulation procedures and requirements for managing customer care programs to improve waste management services

You must be able to:		PRN
1	describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment for waste and resource management activities	
2	describe appropriately waste management legislation and guidance that is applicable to waste and resource management sites	
3	describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	describe appropriately the legal requirements and company procedures for dealing with unauthorised wastes	
5	describe appropriately the procedures for the proper management control of work activities on customers' sites	
6	describe appropriately the organisational environmental policy and procedures applicable to the services provided	
7	describe appropriately risk analysis to minimise hazards to personnel and the environment for the services provided.	

Understand the specific regulation procedures and requirements for managing customer care programs to improve waste management services

You must be able to:		PRN
1	describe appropriately organisational policies, procedures and resource constraints which may affect advice and information given to others	
2	describe appropriately the organisation's objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards	
3	describe appropriately recent developments in technology and operating procedures within the waste management industry	
4	describe appropriately the organisation's objectives and priorities for the provision of a waste and resource management service	
5	describe appropriately the organisational procedures for the proper management control of work activities on customer's sites	
6	describe appropriately the records required by legislation and by company procedures in relation to the activities carried out to provide the service	
7	determine the importance of customer feedback and how to respond	
8	determine how to evaluate feedback in terms of impact on operations	
9	determine how to gather and use qualitative and quantitative information	
10	determine the types of problems which may occur when gathering information and how to overcome these	
11	determine how to record and store the information securely	
12	determine the importance of providing information and advice to others and your role and responsibility in relation to this	
13	determine the importance of ensuring the validity of information and how to do this	

14	determine the principles and importance of handling information confidentiality	
15	determine the importance of identifying customer needs and the part you should play in doing this	
16	determine how to identify needs in sufficient detail to develop proposals	
17	determine how to develop reasoned cases and negotiate with potential and actual customers	
18	determine the principles of confidentiality when handling customer feedback	
19	determine the importance of monitoring implementation of a service to a customer and how to deal with problems arising during implementation	
20	determine how to complete all relevant paperwork	
21	determine the potential hazards to safety, health and the environment arising from the activities carried out to provide the service	
22	determine how to interpret process documentation and verify that the information is accurate and relates to the waste and resources handled when providing the service	
23	determine how to communicate operational instructions orally and in writing	
24	determine the importance of ensuring people's understanding of information and advice given and of operational instructions and how to do this.	

Performance evidence required	Portfolio Ref Number (PRN)							
Be able to work in a manner which underpins effective performance								
1	Be assertive in making decisions							
2	Pursue accountability of staff for delegated responsibilities							
3	Reflect critically on personal achievements to inform future actions							
Type of evidence →								

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

Unit 320

Organise the transportation of loads

Level:	Level 3
Credit value:	5
Recommended GLH:	24

Unit aim

This unit is endorsed by Energy & Utility Skills (EU Skills), the Sector Skills Council (SSC) for the gas, power, waste management and water industries.

Learning outcomes

1. Organise transport
2. Understand the organisation of transportation of loads

Performance evidence required		Portfolio Ref Number (PRN)					
Organise transport							
1	Demonstrate information gathering in relation to:						
	• time of delivery collection						
	• place of delivery/collection						
	• mode of transportation						
	• any special delivery/collection requirements						
	• any limitations or constraints applicable to the load, mode of transport or route						
	• route planning						
	• health, safety and environment						
2	Organise transport on a priority basis						
3	Demonstrate the selection of appropriate transport						
4	Issue instructions in relation to the transportation of the load according to organisational procedures						
5	Carry out checks on the suitability of the mode of transport and the operator						
6	Maintain records according to organisational procedures						
		Type of evidence →					

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

Understand the organisation of transportation of loads

You must be able to:		PRN
1	Describe the type and characteristics of loads to be organised	
2	Describe the type, characteristics and limitations of modes of transportation used	
3	Explain how this information is used to organise transportation	
4	Explain the organisational policies and procedures in relation to the safe and efficient organisation of transport	
5	Explain the environmental, economic, and efficiency issues in relation to the loads and modes of transport used	
6	Outline the requirements of relevant legislation, regulations and codes of practice including:	
	<ul style="list-style-type: none"> weights and measures 	
	<ul style="list-style-type: none"> drivers hours 	
	<ul style="list-style-type: none"> drivers licence regulations 	
	<ul style="list-style-type: none"> vehicle operators licensing requirements 	
	<ul style="list-style-type: none"> waste handling requirements 	
	<ul style="list-style-type: none"> environmental constraints 	
7	Explain the organisational policies and procedures in the event of:	
	<ul style="list-style-type: none"> suitable transport being unavailable 	
	<ul style="list-style-type: none"> routing or scheduling cannot be achieved in accordance with organisational or regulatory requirements 	
	<ul style="list-style-type: none"> transport breakdown 	
	<ul style="list-style-type: none"> accidents or incidents 	
	<ul style="list-style-type: none"> transport or operator not conforming to requirements for safe efficient operation 	

Unit 321

Manage the movement, sorting and storage of waste

Level:	Level 3
Credit value:	7
Recommended GLH:	20

Unit aim

This unit is about managing the procedures for the movement, sorting and storage of waste on a site.

Learning outcomes

1. Manage the movement, sorting and storage of waste
2. Manage vehicles, plant and crews on site which handle waste
3. Use, record and communicate data and information
4. Resolve problems which arise during or resulting from the movement, sorting and storage of waste
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Understand the specific regulation procedures and requirements for the movement, sorting and storage of waste
7. Work in a manner which underpins effective performance

Unit 321

Manage the movement, sorting and storage of waste

Performance evidence required		Portfolio Ref Number (PRN)					
Manage the movement, sorting and storage of waste							
1	Implement systems and procedures for the movement, sorting and storage of waste in accordance with legislative and organisational requirements						
2	Implement and manage systems and procedures that fully comply with legislative requirements to deal with wastes that require specific handling						
3	Establish systems to control the movement of vehicles and plant on site to comply with health and safety and organisational requirements						
4	Identify hazards and minimise risks to health, safety and the environment arising from the movement, sorting and storage of wastes and comply with legal and organisational requirements for recording and reporting risks to safety, health and the environment						
5	Implement recording and information systems specifically relating to the sorting and storage of waste in accordance with legislative requirements and organisational procedures						
6	Ensure that staff understand the procedures relating to the movement, sorting and storage of wastes and implement them in full compliance with the legislative and organisational requirements						
7	Ensure that staff have received recognised training before any machinery, plant or equipment is used						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Manage vehicles, plant and crews on site which handle waste							
1	Implement procedures to generate site rules for vehicles, plant and crews on the site that comply with legislative and organisational requirements						
2	Ensure that crews and passengers of vehicles comply with site rules						
3	Identify hazards and minimise risks to health, safety and the environment that arise from the use of vehicles and plant on the site						
		Type of evidence →					
O = Observation Q = Question & answer S = Simulation/RWE							

Performance evidence required		Portfolio Ref Number (PRN)					
Use, record and communicate data and information							
1	Give clear instructions for moving, sorting and storage of waste in accordance with organisational procedures						
2	Maintain accurate records and provide information for the moving, sorting and storage of waste						
3	Inform site staff of all procedures for on site activities to enhance or maintain the quality of the organisations work						
4	Advise senior managers about accidents, incidents, interruptions to work, near hits or any situations that require their attention						
5	Maintain a record of training for all staff employed on the site						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Resolve problems which arise during or resulting from the movement, sorting and storage of waste							
1	Seek expert advice to resolve situations which are outside the responsibility of the job						
2	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the movement, sorting and storage of wastes						
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures						
		Type of evidence →					

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for the movement, sorting and storage of waste

You must be able to:		PRN
1	Describe appropriately the specific legislative requirements and guidance applicable to the movement, sorting and storage of waste on the site	
2	Describe appropriately the on site procedures for the management of the movement, sorting and storage of waste as detailed below:	
	<ul style="list-style-type: none"> The organisations working plan for the site 	
	<ul style="list-style-type: none"> Collection schemes for pre-segregated wastes 	
	<ul style="list-style-type: none"> The waste inspection and identification procedures and the handling requirements for the types of waste received on the site 	
	<ul style="list-style-type: none"> The operating procedures for all machinery, plant and equipment used for moving, segregating and storing wastes on the site 	
	<ul style="list-style-type: none"> The types, functions and limitations of waste handling equipment available for use on the site 	
	<ul style="list-style-type: none"> The lifting and handling techniques suitable for moving, sorting and storing wastes on the site 	
	<ul style="list-style-type: none"> Internal traffic management procedures 	
3	Describe appropriately the on site procedures for the management of the movement, sorting and storage of waste as detailed below:	
	<ul style="list-style-type: none"> Risk assessment and the identification of potential work-related hazards and difficulties 	
	<ul style="list-style-type: none"> The records required by legislation and by company procedures in relation to the sorting and storage of waste 	
	<ul style="list-style-type: none"> The procedures for dealing with spillages 	

Performance evidence required	Portfolio Ref Number (PRN)								
Work in a manner which underpins effective performance									
1	Be assertive in making decisions								
2	Pursue accountability of staff for delegated responsibilities								
3	Reflect critically on personal achievements to inform future actions								
		Type of evidence →							

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

Unit 322

Monitor procedures to safely control work operations

Level:	Level 3
Credit value:	4
Recommended GLH:	30

Unit aim

This unit is about making sure that statutory and workplace instructions are being carried out. It describes the competences required to make sure that:

- a) health and safety procedures are being followed within work areas
- b) appropriate action is undertaken to control workplace hazards.

Learning outcomes

1. Be able to check that health and safety instructions are followed Manage vehicles, plant and crews on site which handle waste
2. Be able to recommend changes to health and safety. workplace instructions
3. Be able to make sure that hazards and risks are controlled safely and effectively.
4. Know how to monitor procedures to safely control work operations

Unit 322

Monitor procedures to safely control work operations

Performance evidence required		Portfolio Ref Number (PRN)					
be able to check that health and safety instructions are followed							
1	keep up to date with health and safety regulations and workplace instructions, making sure that information is from reliable sources						
2	conduct monitoring of the workplace at agreed intervals and in accordance with workplace instructions						
3	confirm that workers are health and safety competent as defined in their job role and that identified health and safety training needs have been met						
4	communicate workplace instructions and receive feedback						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
be able to recommend changes to health and safety workplace instructions							
1	respond to any breaches of health and safety instructions in a way which meets workplace and legal requirements						
2	make recommendations for any changes to health and safety workplace instructions to the responsible people						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
be able to make sure that hazards and risks are controlled safely and effectively							
1	maintain accurate records of workplace irregularities						
2	check other people are aware of the hazards/risks and know the action(s) to be taken to minimise them						
3	confirm that appropriate precautions to control risks have been agreed with the people responsible for health and safety						
4	review to make sure all recommended action has been taken						
5	report any conflicts that still exist between workplace and legal requirements						
		Type of evidence →					

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

know how to monitor procedures to safely control work operations

You must be able to:		PRN
1	explain employers' and employees' legal responsibilities for health and safety in the workplace	
2	explain the difference between 'hazard', 'risk' and 'control'	
3	describe the types of information available from reports and records covering the workplace	
4	explain the importance of evaluating information from reports and records covering the workplace	

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for the reception of inert waste

You must be able to:		PRN
1	Describe appropriately the specific legislative requirements and guidance applicable to the reception of inert waste onto the site	
2	Describe appropriately the planning permission permit and the organisation's working plan for the site	
3	Describe appropriately the waste inspection, and identification procedures and the handling requirements for the types of inert waste received on the site	
4	Describe appropriately the uses, purposes and processing requirements for documents relating to the reception and validation of inert waste on the site	
5	Describe appropriately the records required by legislation and by company procedures relating to the reception, inspection and validation of inert wastes	
6	Describe appropriately the procedures relating to inert waste delivered to, and removed from the site	
7	Determine the potential hazards to health, safety, and the environment arising from the reception of inert waste	
8	Determine the organisational environmental policy and the risks to the environment and human health resulting from, the reception, inspection and validation of inert wastes	

Level:	Level 3
Credit value:	6
Recommended GLH:	28

Unit aim

This unit is about managing the procedures for receiving inert waste and controlling its reception, inspection and validation.

Learning outcomes

1. Manage the reception of inert waste
2. Use and communicate data and information
3. Resolve problems which arise from managing the reception of inert waste
4. Understand the underpinning regulations, procedures and requirements for managing waste operations
5. Understand the specific regulation procedures and requirements for the reception of inert waste
6. Work in a manner which underpins effective performance

Unit 323

Manage the reception of inert waste

Performance evidence required		Portfolio Ref Number (PRN)							
Manage the reception of inert waste									
1	Implement systems and procedures for the reception and validation of inert wastes in accordance with legislative and organisational requirements								
2	Implement and manage systems and procedures that comply with legislative requirements to deal with inert wastes that require specific handling and for the rejection of unauthorised inert wastes								
3	Establish systems to control the movement of vehicles entering, moving around and leaving the site								
4	Identify hazards and minimise risks to health, safety, and the environment arising from the reception, inspection and validation of inert wastes								
5	Ensure that staff implement procedures and comply with the legislative requirements								
6	Ensure all procedures for the reception of inert wastes enhance or maintain the quality of the organisation's work								
7	Implement security arrangements to prevent the unauthorised delivery and removal of inert wastes on the site								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use and communicate data and information									
1	Give clear instructions to customers and site staff about the procedures for receiving and validating inert waste								
2	Maintain records and information systems relating to the reception, inspection and validation of inert wastes that are complete, accurate, up-to-date and meet legislative requirements								
		Type of evidence →							

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

Performance evidence required	Portfolio Ref Number (PRN)							
Resolve problems which arise from managing the reception of inert waste								
1	Seek expert advice to resolve situations which are outside the responsibility of the job role							
2	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the reception of inert wastes							
3	Notify customers and regulatory authorities of any breaches of the legislative requirements caused by the reception of unacceptable inert waste							
4	Advise senior managers of any breaches of security or other situations which require their attention							
Type of evidence →								

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

Unit 324

Restore and prepare for aftercare on landfill sites

Level:	Level 3
Credit value:	12
Recommended GLH:	48

Unit aim

This unit is about controlling the planned progressive or total restoration of a landfill site and the preparations for aftercare.

Learning outcomes

1. Restore landfill sites
2. Prepare landfill sites for aftercare
3. Use and communicate data and information
4. Resolve problems which arise from restoring and preparing for aftercare on landfill sites
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Understand the specific regulation procedures and requirements for restoring and preparing for aftercare on landfill sites
7. Work in a manner which underpins effective performance

Unit 324

Restore and prepare for aftercare on landfill sites

Performance evidence required		Portfolio Ref Number (PRN)							
Restore landfill sites									
1	Check that the restoration scheme meets the legislative and organisational requirements for progressive or final restoration of the site								
2	Instigate the provision of the engineering resources required by the scheme for restoration of the site								
3	Arrange for the supply of materials and resources required for restoration operations identified in the scheme								
4	Implement the procedures for restoration operations that comply with legislative requirements								
5	Initiate procedures to ensure staff involved in restoration operations have sufficient information to complete restoration tasks								
6	Check and confirm with site staff that they understand their operational instructions								
7	Check and confirm site staff have the resources they require to carry out their work								
8	Monitor site activities and make arrangements for reporting progress on the restoration scheme being carried out to key stakeholders and recorded								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Prepare landfill sites for aftercare							
1	Implement procedures to record and maintain site operating activities that comply with legislative requirements						
2	Check that proposals for pre-closure site operations meet with the requirements for restoration, aftercare and the intended use of the site						
3	Check that the programme of work and operational instructions relating to the aftercare scheme contain all the information needed for the site staff to carry out the process in accordance with organisational procedures						
4	Implement effective procedures to ensure site closure complies with legislative and organisational aftercare requirements						
5	Check that consultations on the maintenance of the aftercare scheme are carried out with key stakeholders and recorded						
6	Implement procedures for keeping accurate records of the restoration scheme to meet legislative requirements						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use and communicate data and information							
1	Maintain procedures to ensure site monitoring records are forwarded to the regulatory authority ensuring compliance with legislative requirements						
2	Communicate the final details of the aftercare scheme to key stakeholders and all operational staff						
3	Check that the programme of work and operational instructions relating to restoration and aftercare contain all the information needed for site staff to carry out the process in line with organisational procedures						
4	Communicate the programme of work and operational instructions to all site staff in ways which suit the types of information being given						
5	Keep accurate records of restoration and aftercare activity in accordance with legislative and organisational requirements						
6	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention						
7	Maintain a record of training for all staff employed on all operations to prepare the site for aftercare						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise from restoring and preparing for aftercare on landfill sites									
1	Take steps to deal with any circumstances that fail to comply with legislative requirements								
2	Refer issues beyond the job role responsibility or expertise to staff with the correct level of authority								
3	Resolve any problems which may affect the implementation of schemes for the restoration and aftercare of the landfill site								
4	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the site being prepared for aftercare								
5	Make arrangements for the temporary diversion of resources when weather conditions or emergencies prevent the preparation for aftercare activities from continuing								
		Type of evidence →							

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for restoring and preparing for aftercare on landfill sites

You must be able to:		PRN
1	Describe appropriately the site procedures for the proper management control of work activities	
2	Describe appropriately the organisational procedures and requirements for restoration operations and the supply and use of the materials required	
3	Describe appropriately the specific legislative requirements and guidance applicable to the aftercare of sites for the disposal of waste to land	
4	Describe appropriately planning permission and the organisation's working plan for the site	
5	describe appropriately the operating procedures for all machinery, plant and equipment used on the site for preparing it for aftercare	
6	Describe appropriately the on site procedures for securing wastes disposed on a permanent basis	
7	Describe appropriately the records required by legislation and by company procedures in relation to the aftercare of sites used for the disposal of waste to land	
8	Describe appropriately the procedures for dealing with spillages and preventing the escape of wastes and products of waste disposal to land	
9	Describe appropriately the organisational procedures for aftercare operations and the supply and use of the resources required	
10	Describe appropriately the procedures and documentation required for aftercare activities and the monitoring requirements for the site	
11	describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances used on the site	
12	Determine the key stakeholders that require involvement in this scheme	
13	Determine the site hydro geological conditions	
14	Determine the controls and management needed for environmental protection systems on the site	
15	Determine the technical skills needed for preparing the site for aftercare operations carried out on the site	
16	Determine how to check that relevant staff has required skills and what to do in response to a perceived skills deficit	
17	Determine the storage and handling implications for the waste types handled on the site	
18	Determine the types, functions and limitations of waste handling equipment available for use on the site	
19	Determine the lifting and handling techniques that are available for the materials being used to prepare the site for aftercare	
20	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
21	Determine the potential hazards to safety, health and the environment arising from the disposal of wastes to land	
22	Determine the options and methods for dealing with bird, vermin and insect nuisances	
23	Determine how to interpret process documentation and verify that the information is accurate and relates to the aftercare process	

24	Determine how to communicate operational instructions orally and in writing	
25	Determine the importance of checking people's understanding of operational instructions and how to do this	

Performance evidence required	Portfolio Ref Number (PRN)							
Work in a manner which underpins effective performance								
1	Be assertive in making decisions							
2	Pursue accountability of staff for delegated responsibilities							
3	Reflect critically on personal achievements to inform future action							
		Type of evidence →						

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

Unit 325

Manage the movement, sorting and storage of waste on a single waste stream site

Level:	Level 3
Credit value:	7
Recommended GLH:	43

Unit aim

This unit is about managing the procedures for the movement, sorting and storage of waste on a single waste stream site.

Learning outcomes

1. Manage the movement, sorting and storage of waste on a single waste stream site
2. Manage vehicles, plant and crews on site which handle waste
3. Use, record and communicate data and information
4. Resolve problems which arise during or resulting from the movement, sorting and storage of waste on a single waste stream site
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace
7. Describe appropriately the procedures for the proper management control of work activities on the site

Unit 325

Manage the movement, sorting and storage of waste on a single waste stream site

Performance evidence required	Portfolio Ref Number (PRN)							
Manage the movement, sorting and storage of waste on a single waste stream site								
1	Implement systems and procedures for the movement, sorting and storage of waste in accordance with legislative and organisational requirements							
2	Implement and manage systems and procedures that fully comply with legislative requirements to deal with wastes that require specific handling							
3	Establish systems to control the movement of vehicles and plant on site to comply with health and safety and organisational requirements							
4	Identify hazards and minimise risks to health, safety and the environment arising from the movement, sorting and storage of wastes and comply with legal and organisational requirements for recording and reporting risks to safety, health or the environment							
5	Implement recording and information systems specifically relating to the sorting and storage of waste in accordance with legislative requirements and organisational procedures							
6	Ensure that staff understand the procedures relating to the movement, sorting and storage of wastes and implement them in full compliance with the legislative and organisational requirements							
7	Ensure that staff have received recognised training before any machinery, plant or equipment is used							
Type of evidence →								

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

Performance evidence required	Portfolio Ref Number (PRN)							
Manage vehicles, plant and crews on site which handle waste								
1	Implement procedures to generate site rules for vehicles, plant and crews on the site that comply with legislative and organisational requirements							
2	Ensure that crews and passengers of vehicles comply with site rules							
3	Identify hazards and minimise risks to health, safety and the environment that arise from the use of vehicles and plant on the site							
Type of evidence →								

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use, record and communicate data and information							
1	Give clear instructions for moving, sorting and storage of waste in accordance with organisational procedures						
2	Maintain accurate records and provide information for the moving, sorting and storage of waste						
3	Inform site staff of all procedures for on site activities to enhance or maintain the quality of the organisation's work						
4	Advise senior managers about accidents, incidents, interruptions to work, near hits or any situations that require their attention						
5	Maintain a record of training for all staff employed on the site						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Resolve problems which arise during or resulting from the movement, sorting and storage of waste on a single waste stream site							
1	Seek expert advice to resolve situations which are outside the responsibility of the job role						
2	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the movement, sorting or storage of wastes						
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribe procedures						
		Type of evidence →					

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for the movement, sorting and storage of waste on a single waste stream site

You must be able to:		PRN
1	Describe appropriately the specific legislative requirements and guidance applicable to the movement, sorting and storage of waste on the site	
2	Describe appropriately the on site procedures for the management of the movement, sorting and storage of waste as detailed below:	
	<ul style="list-style-type: none"> The organisations working plan for the site 	
	<ul style="list-style-type: none"> Collection schemes for pre-segregated wastes 	
	<ul style="list-style-type: none"> The waste inspection and identification procedures and the handling requirements for the types of waste received on the site 	
	<ul style="list-style-type: none"> The operating procedures for all machinery, plant and equipment used for moving, segregating and storing wastes on the site 	
	<ul style="list-style-type: none"> The types, functions and limitations of waste handling equipment available for use on the site 	
	<ul style="list-style-type: none"> The lifting and handling techniques suitable for moving, sorting and storing wastes on the site 	
	<ul style="list-style-type: none"> Internal traffic management procedures 	
3	Describe appropriately the on site procedures for the management of the movement, sorting and storage of waste as detailed below:	
	<ul style="list-style-type: none"> Risk assessment and the identification of potential work-related hazards and difficulties 	
	<ul style="list-style-type: none"> The records required by legislation and by company procedures in relation to the sorting and storage of waste 	
	<ul style="list-style-type: none"> The procedures for dealing with spillages 	
4	Determine the potential hazards to safety, health and the environment arising from the movement, sorting and storage of waste	

Performance evidence required	Portfolio Ref Number (PRN)								
Work in a manner which underpins effective performance									
1	Be assertive in making decisions								
2	Pursue accountability of staff for delegated responsibilities								
3	Reflect critically on personal achievements to inform future actions								
Type of evidence →									

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

Unit 326

Prepare landfill sites for the acceptance of non-hazardous waste

Level:	Level 3
Credit value:	16
Recommended GLH:	96

Unit aim

This unit is about managing the preparation of sites to accept non-hazardous waste for disposal by landfill.

Learning outcomes

1. Prepare landfill sites for the acceptance of non-hazardous waste
2. Use and communicate data and information
3. Resolve problems which arise from preparing landfill sites for the acceptance of non-hazardous waste
4. Understand the underpinning regulations, procedures and requirements for managing waste operations
5. Understand the specific regulation procedures and requirements for preparing landfill sites for acceptance of non-hazardous waste
6. Work in a manner which underpins effective performance

Assessment

Portfolio.

Unit 326

Prepare landfill sites for the acceptance of non-hazardous waste

Performance evidence required		Portfolio Ref Number (PRN)					
Prepare landfill sites for the acceptance of non-hazardous waste							
1	Ensure that legislative requirements permit the proposed activity on the site						
2	Ensure that the details of the engineering specifications have been agreed prior to starting site preparation operations						
3	Confirm that the resources required for engineering are provided in accordance with the engineering specifications and that they are available for the site staff to carry out their operational activities						
4	Implement procedures to ensure staff have sufficient information to carry out their designated engineering activities						
5	Ensure and confirm with site staff that they understand their operational instructions						
6	Implement procedures to ensure that the engineering activities comply with legislative requirements						
7	Brief operational staff on the contents of the engineering proposals and the detail in the specification for the work they have to carry out						
8	Maintain procedures to ensure accurate site engineering and quality assurance records are forwarded to the regulatory authority in compliance with legislative requirements						
9	Confirm that arrangements have been made for the construction to be inspected and approved by the regulatory authorities to ensure it complies with legislative requirements before allowing non-hazardous waste disposal operations to begin						
10	Implement operational procedures to protect the integrity of the liner and maintain the functionality of associated environmental protection systems during non-hazardous waste disposal operations						
11	Formulate procedures for dealing with accidents, incidents and spillages on site and ensure that staff understand and follow the prescribed procedures						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use and communicate data and information							
1	Follow all procedures connected with the job role to enhance or maintain the quality of the organisation's work						
2	Ensure that the programme of work and operational instructions relating to the preparation of the site for disposal operations contain all the information needed for the site personnel to carry out the processes in accordance with organisational procedures						
3	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given						
4	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given						
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention						
6	Maintain a record of training for all staff employed on all operations on the site						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Resolve problems which arise from preparing landfill sites for the acceptance of non-hazardous waste							
1	Take steps to deal with any circumstances that fail to comply with legislative requirements						
2	Refer issues beyond the job role responsibility or expertise to staff with the correct level of authority						
3	Resolve any problems which may affect the development of schemes for the restoration and aftercare of the landfill site						
4	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the site preparations for the disposal of non-hazardous wastes to land						
5	Make arrangements for the temporary diversion of resources when weather conditions or emergencies prevent the normal site activities from continuing						
		Type of evidence →					

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

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for preparing landfill sites for acceptance of non-hazardous waste

You must be able to:		PRN
1	Describe appropriately the legislative requirements for any construction work involved on the site	
2	Describe appropriately the content of the site working plan or contractual conditions that applies to cell preparation	
3	Describe appropriately the site procedures for the proper management control of work activities	
4	Describe appropriately the site procedures for the proper management control site or cell preparation operations	
5	Describe appropriately all specific requirements relating to the placement and integrity of the liner and its protection from the initial layer of non-hazardous waste	
6	Describe appropriately the organisation's procedures and requirements for engineering operations and the supply and use of the resources required	
7	Describe appropriately the specific legislative requirements and guidance applicable to the disposal of non-hazardous waste to land at the site	
8	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site	
9	Describe appropriately the records required by legislation and by company procedures in relation to the disposal of non-hazardous waste to land	
10	Describe appropriately the procedures for dealing with spillages and preventing the escape of non-hazardous wastes and products of non-hazardous waste disposal to the environment	
11	Describe the organisational procedures for disposal operations and the supply and use of the resources required	

12	Describe appropriately the procedures and documentation required for disposing of non-hazardous waste to land and the monitoring requirements for the site	
13	Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances used on the site	
14	Describe appropriately the procedures for dealing with non-hazardous waste, out of specification non-hazardous waste and any other rejects from the process	
15	Determine the site hydro geological conditions	
16	Determine the control and management systems needed for surface water drainage, and gas and leachate management	
17	Determine the technical skills needed for preparing the site for the disposal operations to be carried out	
18	Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit	
19	Determine the storage and handling implications for the non-hazardous waste types handled on the site	
20	Determine the types, functions and limitations of non-hazardous waste handling equipment available for use on the site	
21	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
22	Determine the potential hazards to safety, health and the environment arising from the disposal of non-hazardous wastes to land	
23	Determine the options and methods for dealing with bird, vermin, insect nuisances and odour	
24	Determine how to interpret process documentation and verify that the information is accurate and relates to the preparation of the site	
25	Determine how to communicate operational instructions orally and in writing	
26	Determine the importance of ensuring people's understanding of operational instructions and how to do this	

Performance evidence required		Portfolio Ref Number (PRN)					
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions						
		Type of evidence →					

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

Unit 327

Prepare landfill sites for the acceptance of inert waste

Level:	Level 3
Credit value:	11
Recommended GLH:	54

Unit aim

This unit is about managing the preparation of sites to accept inert waste for disposal by landfill.

Learning outcomes

1. Ensure that legislative requirements permit the proposed activity on the site Use and communicate data and information
2. Use and communicate data and information
3. Resolve problems which arise from preparing landfill sites for the acceptance of inert waste
4. Understand the underpinning regulations, procedures and requirements for managing waste operations

Assessment

Portfolio.

Unit 327

Prepare landfill sites for the acceptance of inert waste

Performance evidence required		Portfolio Ref Number (PRN)						
Prepare landfill sites for acceptance of inert waste								
1	Ensure that legislative requirements permit the proposed activity on the site							
2	Ensure that the details of the engineering specifications have been agreed prior to starting site preparation operations							
3	Confirm that the resources required for engineering activities are provided in accordance with the engineering specifications and that they are available for the site staff to carry out their operational activities							
4	Implement procedures to ensure staff have sufficient information to carry out their designated engineering activities							
5	Ensure and confirm with site staff that they understand their operational instructions							
6	Implement procedures to ensure that the engineering activities comply with legislative requirements							
7	Brief operational staff on the contents of the engineering proposals and the detail in the specification for the work they have to carry out							
8	Maintain procedures to ensure accurate site engineering and quality assurance records are forwarded to the regulatory authority in compliance with legislative requirements							
9	Confirm that arrangements have been made for the construction to be inspected and approved by the regulatory authorities to ensure it complies with legislative requirements before allowing inert waste disposal operations to begin							
10	Implement operational procedures to protect the integrity of the liner and maintain the functionality of associated environmental protection systems during inert waste disposal operations							
11	Formulate procedures for dealing with accidents, incidents and spillages on site and ensure that staff understand and follow the prescribed procedures							
		Type of evidence →						

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use and communicate data and information									
1	Follow all procedures connected with the job role to enhance or maintain the quality of organisation's work								
2	Ensure that the programme of work and operational instructions relating to the preparation of the site for disposal operations contain all the information needed for the site personnel to carry out the processes in accordance with organisational procedures								
3	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given								
4	Keep accurate records of site conditions and activities, construction progress, completion certification, regulatory visits and alterations to requirements								
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention								
6	Maintain a record of training for all staff employed on all operations on the site								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise from preparing landfill sites for the acceptance of inert waste									
1	Take steps to deal with any circumstances that fail to comply with legislative requirements								
2	Refer issues beyond the job role responsibility or expertise to staff with the correct level of authority								
3	Resolve any problems which may affect the development of schemes for the restoration and aftercare of the landfill site								
4	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the site preparations for the disposal of inert wastes to land								
5	Make arrangements for the temporary diversion of resources when weather conditions or emergencies prevent the normal site activities from continuing								
		Type of evidence →							

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

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	

Level:	4
Credit value:	8
Recommended GLH:	3

Unit aim

People managing customer service need to know how effectively it is being delivered. Without this information, they have no way of knowing if their customers are satisfied and are likely to remain loyal. They also need to know what to do to improve customer service to meet and exceed customer expectations. This unit is about planning how the learner can measure standards of customer service by collecting and analysing information. You must develop conclusions and recommendations and then report your findings to relevant people.

Most of all, this unit is about approaching the review of customer service quality systematically and making full use of the findings.

Learning outcomes

1. Be able to plan how to measure customer service.
2. Be able to collect and analyse information on customer service.
3. Understand how to review the quality of customer service.

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to plan how to measure customer service													
1	Identify the features of customer service delivery that affect customer satisfaction												
2	Plan how you will monitor the features of customer service delivery that affect customer satisfaction												
3	Plan how you will analyse the information you have collected												
Type of evidence →													

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to collect and analyse information on customer service													
1	Implement your plans for monitoring customer service processes and outcomes												
2	Analyse the monitoring information you have collected												
3	Compare the conclusions of your analysis with the criteria you identified												
4	Adapt your plans if the agreed methods of collecting and analysing information are not proving effective												
5	Communicate the results of your measurement of customer service to colleagues												
6	Agree actions to improve customer service that result from your measurements and analysis												
Type of evidence →													

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

Understand how to review the quality of customer service

You must be able to:		PRN
1	explain the importance of measuring the quality of customer service	
2	explain which aspects of the customer service process affect customer satisfaction	
3	explain how to select the criteria you will use for measurement of customer service	
4	explain how to construct representative samples	
5	describe the types of information collection methods you could use	
6	describe methods of analysing information on the quality of service	
7	explain how to identify recommendations that flow from your measurement of customer service	
8	explain the procedures for making recommendations on customer service improvements within your organisation.	

Level:	4
Credit value:	5
Recommended GLH:	25

Unit aim

This unit is about supporting colleagues in identifying their learning needs and helping to provide opportunities to address these needs. Encouraging colleagues to take responsibility for their own learning is an aspect of this unit as is your role in providing an ‘environment’, for example, in your team or area of responsibility, in which learning is valued. For the purposes of this unit, ‘colleagues’ means those people for whom you have line management responsibility.

Learning outcomes

1. Be able to identify the learning needs of colleagues in own area of responsibility.
2. Understand how to develop a learning environment in own area of responsibility.
3. Be able to support colleagues in learning and its application.
4. Be able to evaluate learning outcomes and future learning and development of colleagues.

Assessment

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

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

Unit 402

Support learning and development within own area of responsibility

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

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

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

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

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

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

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

Level:	4
Credit value:	13
Recommended GLH:	59

Unit aim

This unit is about producing maintenance schedules and giving clear instructions to those responsible for carrying them out. It involves monitoring work and taking steps to ensure it complies with contractual and legal requirements. It requires a proactive approach to reviewing and preventing breakdowns.

Learning outcomes

1. Be able to produce maintenance schedules.
2. Be able to use and communicate data and information.
3. Be able to monitor maintenance and other engineering operations.
4. Understand the underpinning regulations, procedures and requirements for managing waste operations.
5. Understand the specific regulation procedures and requirements for controlling maintenance and other engineering operations.
6. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 403

Control maintenance and other engineering operations

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to produce maintenance schedules							
1	Confirm the maintenance activities that are required to achieve maintenance requirements and use the data to draw up the most suitable sequence and timing						
2	Schedule the time and resources available for undertaking maintenance activities						
3	Produce maintenance schedules that are capable of meeting all relevant maintenance requirements, comply with legislation, and meet the requirements of external bodies and equipment manufacturers						
4	Produce contingency plans which take account of potential difficulties						
5	Specify clearly and record the maintenance schedule in accordance with organisational procedures						
6	Implement procedures to ensure that test certificates and operator certificates are kept up-to-date						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to use and communicate data and information							
1	Communicate the maintenance schedules to the people involved in implementing them and to others who would be affected by them						
2	Provide clear and accurate instructions to those responsible for maintenance and other engineering activities and check they understand what is required						
3	Take steps to ensure those responsible for maintenance and other engineering activities will have the necessary resources available to carry out work to the required standard						
4	Review regularly the frequency, nature and causes of breakdowns and use the information to resolve the problems and prevent failures						
5	Maintain accurate and up-to-date records						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)						
Be able to monitor maintenance and other engineering operations								
1	Check the procedures to monitor and review the quality, safety and environmental impact of maintenance and other engineering activities are implemented correctly							
2	Take steps immediately to rectify any deviations from contractual or legal requirements							
3	Ensure the implementation of maintenance and other engineering activities comply with all relevant regulations and guidelines							
4	Ensure operatives on site implement and maintain the agreed systems to record faults and initiate repairs							
5	Be pro-active in taking measures to prevent potential breakdowns from occurring							
		Type of evidence →						

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to:		PRN
1	describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	describe appropriately the organisational environmental policy and procedures applicable to the site	
6	describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for controlling maintenance and other engineering operations

You must be able to describe appropriately:		PRN
1	relevant legislation, regulations, codes of practice and guidelines applicable to maintenance and other engineering activities	
2	the maintenance activities required for the plant, systems, equipment, vehicles, buildings and structures for which you are responsible	
3	the requirements for statutory testing of equipment and operator certificates	
4	organisational procedures and legal requirements for environmental protection and safe working practices	
5	organisational or site procedures and requirements for reporting faults and initiating repairs	
6	organisational procedures for implementation, control and completion of contracts	
7	the recording systems used for maintenance schedules and records, permits to work and other contract information	
8	handling procedures.	
You must be able to determine:		PRN
9	the time and resources needed for the required maintenance activities	
10	the factors to be taken into account when scheduling maintenance activities, including any insurance company requirements	
11	what difficulties might occur when implementing maintenance activities and what should be included in contingency plans	
12	the importance of checking people's understanding of instructions and how to do this	
13	the technical skills needed for the maintenance and engineering activities carried out on your site, how to check that the people involved have the required skills and what to do in response to a perceived skills deficit	
14	the system for allocating contracts and permits to work and your role and responsibility in relation to these	
15	the terms and conditions of contracts for which you are responsible, including any insurance policy conditions regarding contract work	
16	the quality assurance systems that are being used for the maintenance and other engineering activities	
17	the importance of enforcing procedures for quality, safety and environmental protection and the actions to take in response to deviations from these	
18	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	
19	handling implications of recyclable materials.	

Performance evidence required		Portfolio Ref Number (PRN)						
Be able to work in a manner which underpins effective performance								
1	Be assertive in making decisions							
2	Pursue accountability of staff for delegated responsibilities							
3	Reflect critically on personal achievements to inform future actions							
		Type of evidence →						

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

Level:	4
Credit value:	19
Recommended GLH:	58

Unit aim

This unit defines the competence required to implement systems and mechanisms to respond to potential and actual emergencies arising during waste collection, transfer or treatment operations. It also requires the review and modification of processes and procedures in response to potential and actual emergency situations.

Learning outcomes

1. Be able to Implement emergency plans and procedures.
2. Be able to maintain effective response to emergencies through the use of procedures and drills.
3. Understand the regulation procedures and requirements for managing and maintaining effective systems for responding to emergencies.
4. Understand the specific regulation procedures and requirements for managing and maintaining effective systems for responding to emergencies.
5. Be able to work in a manner which underpins effective performance.

Assessment

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

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

Unit 404

Manage and maintain effective systems for responding to emergencies

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to Implement emergency plans and procedures									
1	Identify potential emergency situations for all activities dealing with waste and resources within your area of responsibility								
2	Review emergency systems and procedures to provide effective responses to emergencies that may arise during waste and resources handling, collection, transport, transfer or treatment processes								
3	Devise and implement new systems and procedures if they do not exist								
4	Establish preventative inspection and maintenance programmes for emergency equipment so that it is available and serviceable at all times								
5	Make provision for practices and drills to be carried out within normal work operations and record all such practices and drills in accordance with legislative and organisational requirements								
6	Introduce and establish mechanisms for communicating emergency plans and procedures to people concerned in ways that suit the types of information being given								
7	Carry out training programmes to meet reporting requirements for incidents and accidents								
8	Implement incident and accident reporting procedures for all activities in the work place								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to maintain effective response to emergencies through the use of procedures and drills							
1	Obtain feedback from all personnel participating in practises of emergency drills and use the feedback to improve procedures and practices for emergency situations						
2	Carry out reviews of established emergency procedures, and the equipment and resources needed for the procedures						
3	Arrange for any deficiencies identified through reviews, practices, and drills and implement plans to resolve the deficiency in accordance with legislative and organisational requirements						
4	Evaluate incident and accident reports and make improvements to the emergency plan and its procedures to reduce or eliminate the risks from the hazards identified						
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention						
6	Maintain a record of training in accident and emergency procedures for all staff employed						
		Type of evidence →					

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

Understand the regulation procedures and requirements for managing and maintaining effective systems for responding to emergencies		
You must be able to:		PRN
1	describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	describe appropriately waste management and transport legislation and guidance that is applicable	
3	describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	describe appropriately the legal requirements and company procedures for dealing with unauthorised wastes	
5	describe appropriately the procedures for the proper management control of work activities	
6	describe appropriately the organisational environmental policy and procedures applicable to the services provided	
7	describe appropriately risk analysis to minimise hazards to personnel and the environment for the services provided	

Understand the specific regulation procedures and requirements for managing and maintaining effective systems for responding to emergencies

You must be able to describe appropriately:		PRN
1	describe appropriately health and safety requirements and emergency procedures	
2	describe appropriately the procedures required in order to load, unload and handle different types of waste	
3	describe appropriately reviewing, organising and resourcing emergency operations	
4	describe appropriately record keeping and the types of data required for monitoring purposes	
5	describe appropriately the organisation's objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards	
6	describe appropriately the organisation's objectives and priorities for the provision of a waste and resource management service	
7	describe appropriately the organisational procedures for the proper management control of work activities on customers' sites	
8	describe appropriately the records required by legislation and by organisational procedures in relation to the services provided	
9	describe appropriately the specific legislative requirements and guidance applicable to the site and for collection and transport of waste	
10	describe appropriately the records required by legislation and by company procedures in relation to the activities carried out to provide the service	
11	describe appropriately the procedures for dealing with spillages	
12	describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used when providing the service	
13	determine the importance of customer and workplace feedback and how to respond	
14	determine how to evaluate feedback in terms of impact on operations	
15	determine the importance of monitoring implementation of a service to a customer and how to deal with problems arising during implementation	
16	determine the different types of waste and materials that could be handled by the service provided	
17	determine how to complete all relevant paperwork	
18	determine the technical skills needed for the services provided	
19	determine how to ensure that relevant staff has the required skills to provide a service and what to do in response to a perceived skills deficit	
20	determine the storage and handling implications for the waste types handled when providing a service	
21	determine the types, functions and limitations of waste handling equipment available for use on the service	
22	determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
23	determine the potential hazards to safety, health and the environment arising from the activities carried out to provide the service.	

Performance evidence required	Portfolio Ref Number (PRN)						
Be able to work in a manner which underpins effective performance							
1	Encourage others to develop themselves						
2	Apply integrity, fairness & consistency in decision making						
3	Use different leadership styles depending on the individual						
Type of evidence →							

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

Unit 405

Ensure compliance with legal, regulatory, ethical and social requirements

Level:	4
Credit value:	5
Recommended GLH:	25

Unit aim

Organisations must show that they act responsibly in relation to their staff, customers, investors and the communities in which they work. All types of organisations must obey the law in key areas such as health and safety, employment, finance and company law. Many organisations also have to work within specific regulations for their industry and ethical frameworks. Organisations who want to maintain a good reputation also have to take account of the views of people in their communities on a whole range of issues such as the environment and other ways in which the organisation affects people's quality of life.

Learning outcomes

1. Be able to monitor the operational compliance of procedures in meeting legal, regulatory, ethical and social requirements.
2. Be able to identify and make recommendations on areas of non-compliance with procedures for legal, regulatory, ethical and social requirements relating to own area of responsibility.

Assessment

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

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

Unit 405

Ensure compliance with legal, regulatory, ethical and social requirements

Performance evidence required		Portfolio Ref Number (PRN)														
Be able to monitor the operational compliance of procedures in meeting legal, regulatory, ethical and social requirements																
1	Monitor the operational compliance of procedures in meeting legal, regulatory, ethical and social requirements															
											Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)														
Be able to identify and make recommendations on areas of non-compliance with procedures for legal, regulatory, ethical and social requirements relating to own area of responsibility																
1	Identify areas of non-compliance with legal, regulatory, ethical and social procedures															
2	Examine reasons for non-compliance with procedures															
3	Make recommendations for corrections to ensure compliance with procedures															
											Type of evidence →					

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

Unit 406

Plan, allocate and monitor work in own area of responsibility

Level:	4
Credit value:	5
Recommended GLH:	25

Unit aim

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

Learning outcomes

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

Assessment

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

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

Unit 406

Plan, allocate and monitor work in own area of responsibility

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to produce a work plan for own area of responsibility													
1	Explain the context in which work is to be undertaken												
2	Identify the skills base and the resources available												
3	Examine priorities and success criteria needed for the team												
4	Produce a work plan for own area of responsibility												
Type of evidence →													

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

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

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to monitor the progress and quality of work in own area of responsibility and provide feedback													
1	Identify ways to monitor progress and quality of work												
2	Monitor and evaluate progress against agreed standards and provide feedback to team members												
Type of evidence →													

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

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

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

Unit 407

Implement change in own area of responsibility

Level:	4
Credit value:	6
Recommended GLH:	25

Unit aim

This unit is about putting into practice the strategy and associated plans for a specific change or programme of change. This involves putting in place the necessary resources and supporting systems, including monitoring and communications, to turn the 'vision' into a practical reality.

Learning outcomes

1. Understand how to implement change in own area of responsibility.
2. Be able to involve and support others through the change process.
3. Be able to implement and monitor a plan for change in own area of responsibility.

Assessment

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

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

Unit 407

Implement change in own area of responsibility

Understand how to implement change in own area of responsibility		
You must be able to:		PRN
1	explain the main models and methods for managing change.	

Performance evidence required	Portfolio Ref Number (PRN)						
Be able to involve and support others through the change process							
1	Communicate the benefits of and reasons for change and how they relate to business objectives						
2	Implement and agree a plan to support change						
		Type of evidence →					
O = Observation Q = Question & answer S = Simulation/RWE							

Performance evidence required	Portfolio Ref Number (PRN)						
Be able to implement and monitor a plan for change in own area of responsibility							
1	Apply SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with individuals and teams to plan for change						
2	Assess opportunities and barriers to change						
3	Review action plans and activities according to identified opportunities and barriers to change						
		Type of evidence →					
O = Observation Q = Question & answer S = Simulation/RWE							

Unit 408

Identify and evaluate sustainable resources in a waste environment

Level:	4
Credit value:	8
Recommended GLH:	34

Unit aim

This unit looks at sustainable and alternative resourcing and allows the candidate to develop reports pitching ideas for more sustainable or ideas for alternative resources.

Learning outcomes

1. Be able to identify and evaluate sustainable resources.
2. Understand how to identify and evaluate sustainable resources.

Assessment

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

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

Unit 408

Identify and evaluate sustainable resources in a waste environment

Performance evidence required		Portfolio Ref Number (PRN)						
Be able to identify and evaluate sustainable resources								
1	Investigate, from appropriate information sources, the factors which impact on the utilisation and sustainability of finite and renewable resources							
2	Estimate the costs and implications of the management and replacement of renewable resources							
3	Identify and summarise appropriate and valid information sources and identify potential alternative resources							
4	Compare the technical performance and environmental implications of alternative resources with the performance of existing finite resources with a similar function and calculate any variances							
		Type of evidence →						

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

Understand how to identify and evaluate sustainable resources		
You must be able to:		PRN
1	examine how to investigate, from appropriate information sources, the factors which impact on the utilisation and sustainability of finite and renewable resources	
2	examine how to estimate the costs and implications of the management and replacement of renewable resources	
3	describe how to identify and summarise appropriate and valid information sources and identify potential alternative resources	
4	propose how to compare the technical performance and environmental implications of alternative resources with the performance of existing finite resources with a similar function and calculate any variances.	

Level:	4
Credit value:	5
Recommended GLH:	10

Unit aim

This unit is about managing work activities and resources in your area of responsibility in order to minimise the negative impact – and maximise the positive impact – they may have on the environment.

It involves organising work activities and the use of resources efficiently, understanding their impact on the environment and finding ways to reduce their negative and increase their positive impact. You may need to seek advice from environmental specialists when carrying out this function. The standard is recommended particularly for first line managers and middle managers.

Learning outcomes

1. Understand the legal requirements and environmental policies that impact on own area of responsibility
2. Understand how to assess the impact of work activities on the environment and how this can be minimise
3. Be able to assess and report on the environmental impact of work activities in own area of responsibility
4. Be able to organise work activities and resource use to minimise environmental impact
5. Be able to promote ongoing improvement in environmental performance

Assessment

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

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

Performance evidence required	Portfolio Ref Number (PRN)								
Understand the legal requirements and environmental policies that impact on own area of responsibility									
1	Explain the legal requirements that impact on own area of responsibility								
2	Explain the environmental policies that impact on own area of responsibility								
Type of evidence →									

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

Understand how to assess the impact of work activities on the environment and how this can be minimise	
You must be able to describe appropriately:	PRN
1	Explain what specialist advice is available to manage the environmental impact of work activities
2	Explain how to assess the impact of work activities and resources on the environment
3	Explain how to minimise the environmental impact of work activities

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to assess and report on the environmental impact of work activities in own area of responsibility									
1	Assess the environmental impact of work activities and resource use								
2	Produce a report on the environmental impact of work activities and resource use, with recommendations for improvement								
Type of evidence →									

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

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to organise work activities and resource use to minimise environmental impact									
1	Adapt the use of resources in own area of responsibility to reduce environmental impact								
2	Organise activities in own area of responsibility to reduce environmental impact								
Type of evidence →									

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

Performance evidence required	Portfolio Ref Number (PRN)						
Be able to promote ongoing improvement in environmental performance							
1	Establish means by which individuals can identify and report opportunities for improving environmental performance						
2	Communicate environmental benefits resulting from changes to work activities						
Type of evidence →							

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

Unit 410

Manage the reception of waste on a civic amenity site

Level:	4
Credit value:	11
Recommended GLH:	57

Unit aim

This unit is about managing the procedures for receiving waste onto a civic amenity site and controlling its reception, inspection and validation.

Learning outcomes

1. Manage the reception of waste.
2. Use and communicate data and information.
3. Resolve problems which arise from managing the reception of waste on a Civic Amenity site
4. Understand the regulations procedures and requirements for the reception of wastes on a Civic Amenity site
5. Understand the specific regulation procedures and requirements for the reception of wastes on a Civic Amenity site
6. Work in a manner which underpins effective performance

Assessment

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

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

Unit 410

Manage the reception of waste on a civic amenity site

Performance evidence required		Portfolio Ref Number (PRN)					
Manage the reception of waste							
1	Implement systems and procedures for the reception of wastes in accordance with legislative and organisational requirements						
2	Implement and manage systems and procedures that comply with legislative requirements to deal with wastes that require specific handling on a Civic Amenity site						
3	Establish systems to control the movement of vehicles entering, moving around and leaving the Civic Amenity site.						
4	Ensure that staff implement procedures and comply with legislative requirements						
5	Ensure all procedures for the reception of wastes enhance or maintain the quality of the organisation's work						
6	Implement security arrangements to prevent the unauthorised delivery and removal of wastes on the site						
7	Implement security arrangements to prevent the unauthorised delivery and removal of wastes on the site						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use and communicate data and information							
1	Give clear instructions to customers and site staff about the procedures for receiving wastes on the Civic Amenity site						
		Type of evidence →					

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

Performance evidence required	Portfolio Ref Number (PRN)								
Resolve problems which arise from managing the reception of waste on a Civic Amenity site									
1	Seek expert advice to resolve situations which are outside the responsibility of the job role								
2	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the reception of wastes								
3	Advise senior managers of any breaches of security or other situations which require their attention								
		Type of evidence →							

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

Understand the regulations procedures and requirements for the reception of wastes on a Civic Amenity site		
You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management Civic Amenity sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the Civic Amenity site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Work in a manner which underpins effective performance		
You must be able to describe appropriately:		PRN
1	Be assertive in making decisions	
2	Pursue accountability of staff for delegates responsibilities	
3	Reflect critically on personal achievements to inform future actions	

Unit 411

Manage the transfer of recovered waste and related materials from a hazardous waste facility

Level:	4
Credit value:	23
Recommended GLH:	84

Unit aim

This unit is about managing hazardous waste recovery.

Learning outcomes

1. Manage the transfer of recovered waste and related materials from a hazardous waste facility.
2. Use and communicate data and information to enable compliance with legislative and organisational requirements.
3. Resolve problems which arise from the transfer of recovered waste and related materials from a hazardous waste facility
4. Understand the underpinning regulations, procedures and requirements for managing waste operations
5. Understand the specific regulation procedures and requirements for managing the transfer of recovered waste and related materials from a hazardous waste facility
6. in a manner which underpins effective performance

Assessment

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

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

Unit 411

Manage the transfer of recovered waste and related materials from a hazardous waste facility

Performance evidence required		Portfolio Ref Number (PRN)					
Manage the transfer of recovered waste and related materials from a hazardous waste facility							
1	Implement systems and procedures for the transfer and transport of outputs from recovery operations in accordance with legislative and organisational requirements						
2	Make arrangements for an adequate supply of materials, equipment and information needed to carry out the loading, transport and transfer operations from the site						
3	Implement and operate health, safety and environmental risk assessment processes to enable reporting systems to operate effectively						
4	Make arrangements for the safe loading of the recovered hazardous waste and related materials						
5	Implement procedures and controls for the safe transfer of energy outputs from the recovery process						
6	Maintain the quality of the organisation's work by ensuring that all procedures and hazardous waste transfer processes are adhered to						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use and communicate data and information to enable compliance with legislative and organisational requirements							
1	Implement and maintain recording and information systems relating to the transfer and transport of outputs from the process carried out at the site						
2	Ensure that the programme of work and operational instructions relating to the transfer and transport operations contain all the information needed for site personnel to carry out the process in line with organisational procedures						
3	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given						
4	Make arrangements for the safe loading of the recovered hazardous waste and related materials						
5	Maintain accurate records of all outputs leaving the site						

6	Advise colleagues and managers about accidents, incidents, interruptions to work, and situations that require their attention							
7	Maintain records of training for all staff employed on transfer, recovery and transport operations on the site							
8	Implement and maintain a system to record energy created, used on the site and exported from the site							
Type of evidence →								

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

Performance evidence required		Portfolio Ref Number (PRN)						
Resolve problems which arise from the transfer of recovered waste and related materials from a hazardous waste facility								
1	Ensure systems are in place to rectify staff shortages, equipment and transport deficiencies, and external causes that prevent the transfer or transport of outputs							
2	Formulate procedures for dealing with spillages on site and ensure staff understand and follow the prescribed procedures							
3	Make arrangements for alternative transport and recipients for outputs when existing arrangements are not available							
4	Make arrangements for alternative energy supply in the event of energy created on the site being inadequate for process needs							
5	Seek expert advice to resolve situations which are outside the responsibility of the job role							
Type of evidence →								

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for managing the transfer of recovered waste and related materials from a hazardous waste facility

You must be able to describe appropriately:		PRN
1	Describe appropriately the requirements of the facility that will be receiving the outputs transferred from the site	
2	Describe appropriately the organisational procedures for the management of personnel and work activities	
3	Describe appropriately the specific legislative requirements and guidance applicable to the transfer and transport of outputs from the site.	
4	Describe appropriately planning permission and the organisation's working plan for the site	
5	Describe appropriately the quality inspection and identification procedures and the handling requirements for the types of hazardous waste recovered at the site	
6	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for loading recovered hazardous wastes	
7	Describe appropriately the on site procedures for the management of storage of the outputs and residues from transfer processes	
8	Describe appropriately the records required by legislation and by company procedures in relation to the transfer and transport of recovered hazardous wastes and residues	
9	Describe appropriately the procedures for dealing with spillages	
10	Describe appropriately the organisational procedures for transport operations and the supply and use of the transport resources required	
11	Describe appropriately the procedures and documentation required for the transport of hazardous waste to comply with legislative requirements and guidance	
12	Describe appropriately the procedures for dealing with residues, out of specification recovered hazardous waste and any other rejects from the facility	
13	Describe appropriately the regulations for the export of energy from the site and the controls required for the export process	
14	Determine the storage and handling implications for the recovered hazardous waste types produced on the site	
15	Determine the types, functions and limitations of hazardous waste handling equipment available for use on the site	
16	Determine the lifting and handling techniques that are suitable for the recovered hazardous wastes that are being transported from the site	
17	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
18	Determine the potential hazards to safety, health and the environment arising from the loading and transport of outputs	
19	Determine how to interpret process documentation and verify that the information is accurate and relates to the outputs	
20	Determine how to communicate operational instructions orally and in writing	
21	Determine the importance of ensuring people's understanding of operational instructions and how to do this	

Performance evidence required	Portfolio Ref Number (PRN)						
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions						
		Type of evidence →					

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

Unit 412

Manage the transfer of recovered waste and related materials from a non-hazardous waste facility

Level:	4
Credit value:	9
Recommended GLH:	90

Unit aim

This unit is about managing hazardous waste recovery.

Learning outcomes

1. Manage the transfer of recovered waste and related materials from a hazardous waste facility.
2. Use and communicate data and information to enable compliance with legislative and organisational requirements.
3. Resolve problems which arise from the transfer of recovered waste and related materials from a hazardous waste facility
4. Understand the underpinning regulations, procedures and requirements for managing waste operations
5. Understand the specific regulation procedures and requirements for managing the transfer of recovered waste and related materials from a hazardous waste facility
6. in a manner which underpins effective performance

Assessment

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

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

Unit 412

Manage the transfer of recovered waste and related materials from a non-hazardous waste facility

Performance evidence required	Portfolio Ref Number (PRN)							
Manage the transfer of recovered waste and related materials from a hazardous waste facility								
1	Implement systems and procedures for the transfer and transport of outputs from recovery operations in accordance with legislative and organisational requirements							
2	Make arrangements for an adequate supply of materials, equipment and information needed to carry out the loading, transport and transfer operations from the site							
3	Implement and operate health, safety and environmental risk assessment processes to enable reporting systems to operate effectively							
4	Make arrangements for the safe loading of the recovered hazardous waste and related materials							
5	Implement procedures and controls for the safe transfer of energy outputs from the recovery process							
6	Maintain the quality of the organisation's work by ensuring that all procedures and hazardous waste transfer processes are adhered to							
		Type of evidence →						

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

Performance evidence required	Portfolio Ref Number (PRN)							
Use and communicate data and information to enable compliance with legislative and organisational requirements								
1	Implement and maintain recording and information systems relating to the transfer and transport of outputs from the process carried out at the site							
2	Ensure that the programme of work and operational instructions relating to the transfer and transport operations contain all the information needed for site personnel to carry out the process in line with organisational procedures							
3	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given							
4	Make arrangements for the safe loading of the recovered hazardous waste and related materials							
5	Maintain accurate records of all outputs leaving the site							

6	Advise colleagues and managers about accidents, incidents, interruptions to work, and situations that require their attention						
7	Maintain records of training for all staff employed on transfer, recovery and transport operations on the site						
8	Implement and maintain a system to record energy created, used on the site and exported from the site						
Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Resolve problems which arise from the transfer of recovered waste and related materials from a hazardous waste facility							
1	Ensure systems are in place to rectify staff shortages, equipment and transport deficiencies, and external causes that prevent the transfer or transport of outputs						
2	Formulate procedures for dealing with spillages on site and ensure staff understand and follow the prescribed procedures						
3	Make arrangements for alternative transport and recipients for outputs when existing arrangements are not available						
4	Make arrangements for alternative energy supply in the event of energy created on the site being inadequate for process needs						
5	Seek expert advice to resolve situations which are outside the responsibility of the job role						
Type of evidence →							

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for managing the transfer of recovered waste and related materials from a hazardous waste facility

You must be able to describe appropriately:		PRN
1	Describe appropriately the requirements of the facility that will be receiving the outputs transferred from the site	
2	Describe appropriately the organisational procedures for the management of personnel and work activities	
3	Describe appropriately the specific legislative requirements and guidance applicable to the transfer and transport of outputs from the site.	
4	Describe appropriately planning permission and the organisation's working plan for the site	
5	Describe appropriately the quality inspection and identification procedures and the handling requirements for the types of hazardous waste recovered at the site	
6	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for loading recovered hazardous wastes	
7	Describe appropriately the on site procedures for the management of storage of the outputs and residues from transfer processes	
8	Describe appropriately the records required by legislation and by company procedures in relation to the transfer and transport of recovered hazardous wastes and residues	
9	Describe appropriately the procedures for dealing with spillages	
10	Describe appropriately the organisational procedures for transport operations and the supply and use of the transport resources required	
11	Describe appropriately the procedures and documentation required for the transport of hazardous waste to comply with legislative requirements and guidance	
12	Describe appropriately the procedures for dealing with residues, out of specification recovered hazardous waste and any other rejects from the facility	
13	Describe appropriately the regulations for the export of energy from the site and the controls required for the export process	
14	Determine the storage and handling implications for the recovered hazardous waste types produced on the site	
15	Determine the types, functions and limitations of hazardous waste handling equipment available for use on the site	
16	Determine the lifting and handling techniques that are suitable for the recovered hazardous wastes that are being transported from the site	
17	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
18	Determine the potential hazards to safety, health and the environment arising from the loading and transport of outputs	
19	Determine how to interpret process documentation and verify that the information is accurate and relates to the outputs	
20	Determine how to communicate operational instructions orally and in writing	
21	Determine the importance of ensuring people's understanding of operational instructions and how to do this	

Performance evidence required	Portfolio Ref Number (PRN)						
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions						
		Type of evidence →					

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

Level:	4
Credit value:	7
Recommended GLH:	52

Unit aim

This unit is about making improvements to waste management operations.

Learning outcomes

1. Identify and plan improvements to waste management operations
2. Implement and evaluate improvements to waste management operation
3. Use and communicate data and information
4. Resolve problems which arise from managing improvements
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Understand the specific regulation procedures and requirements for managing improvements in waste management operations
7. Work in a manner which underpins effective performance

Assessment

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

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

Unit 413

Manage improvements to waste management operations

Performance evidence required		Portfolio Ref Number (PRN)					
Identify and plan improvements to waste management operations							
1	Monitor and evaluate operations at intervals to identify potential improvements						
2	Establish a system for personnel to make recommendations on improvements to systems and operations						
3	Evaluate the costs and benefits of potential improvements against company objectives						
4	Evaluate the potential impact of any proposed improvements on other aspects of site operations						
5	Prepare a project plan for implementing the agreed improvement proposal and get agreement with internal and external costs						
6	Review risk assessments for any changed working practices created by the improvement						
7	Review the training records to ensure that all skills needed for the improvement can be met						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Implement and evaluate improvements to waste management operation							
1	Provide clear and sufficient information on the improvement plan to enable those responsible for implementing the plan to carry it out						
2	Monitor and ensure implementation of the plan against the agreed specifications, schedules and budgets						
3	Manage activities to rectify any deviations from the plan, specifications, schedules or budget						
		Type of evidence →					

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

Performance evidence required	Portfolio Ref Number (PRN)								
Use and communicate data and information									
1	Present recommendations for improvements to colleagues and managers in ways which suit the type of information being given								
2	Communicate the programme of work and operational instructions to all people involved in or affected by the improvement								
3	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention								
Type of evidence →									

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

Performance evidence required	Portfolio Ref Number (PRN)								
Resolve problems which arise from managing improvements									
1	Seek expert advice to resolve situations which are outside the responsibility of the job role								
2	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the fulfilment of the proposed improvement								
3	Implement any additional training needs caused by the improvement								
4	Identify any problems in achieving the expected project outcomes and make contingency arrangements for their resolution								
5	Arrange for any sub standard work to be remedied								
Type of evidence →									

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

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for managing improvements in waste management operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the organisations objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards	
2	Describe appropriately recent developments in technology and operating procedures within the waste management industry	
3	Describe appropriately the organisations objectives and priorities for the management of the waste operations	
4	Describe appropriately the organisations procedures for the proper management control of work activities and the capital, installation and running costs of proposed improvements	
5	Describe appropriately the records required by legislation and by organisational procedures in relation to the operations of a waste management facility	
6	Describe appropriately the records required by legislation and by organisational procedures in relation to the operations of a waste management facility	
7	Describe appropriately the technical skills needed for the operations	
8	Describe appropriately the specific legislative requirements and guidance applicable to the waste operations	
9	Describe appropriately planning permission and the organisations working plan for the site	
10	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site	
11	Describe appropriately the storage, transportation, treatment and handling requirements for the waste types handled on the site	
12	Describe appropriately the records required by legislation and by company	

	procedures in relation to the activities carried out at the site	
13	Describe appropriately the regulations for the export of energy from the site and the controls required for the export process	
14	Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used on the site	
15	Determine how to use cost benefit analysis methods and techniques	
16	Determine the current operating costs within the job role responsibility	
17	Determine techniques for monitoring and evaluating waste management operations	
18	Determine the importance of assessing the impact of potential improvements on other aspects of waste management operations	
19	Determine the reporting lines and procedures in relation to project approval, and its monitoring and evaluation	
20	Determine the importance of monitoring implementation of an improvement plan and how to deal with problems arising during implementation	
21	Determine the different types of waste and materials that could be handled at the site	
22	Determine how to complete all relevant paperwork	
23	Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit	
24	Determine the types, functions and limitations of waste handling equipment available for use on the site	
25	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
26	Determine the potential hazards to safety, health and the environment arising from the activities carried out on the site	
27	Determine how to interpret process documentation and verify that the information is accurate and relates to the waste handled	
28	Determine how to communicate operational instructions orally and in writing	
29	Determine the importance of ensuring peoples understanding of operational instructions and how to do this	

Performance evidence required		Portfolio Ref Number (PRN)							
Work in a manner which underpins effective performance									
1	Be assertive in making decisions								
2	Pursue accountability of staff for delegated responsibilities								
3	Implement any additional training needs caused by the improvement								
4	Reflect critically on personal achievements to inform future actions Reflect critically on personal achievements to inform future actions								
		Type of evidence →							

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

Level:	4
Credit value:	3
Recommended GLH:	25

Unit aim

This unit is about ensuring the availability of physical resources required to carry out planned activity. Identifying resources required, obtaining resources and planning how to use them effectively through monitoring and reviews.

Learning outcomes

1. Understand the importance of sustainability when using physical resources
2. Be able to identify resource requirements for own area of responsibility
3. Be able to obtain required resources for own area of responsibility
4. Be able to monitor and review the quality and usage of resources in own area of responsibility
Understand the underpinning regulations, procedures and requirements for managing waste operations

Assessment

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

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

Understand the importance of sustainability when using physical resources		
You must be able to describe appropriately:		PRN
1	Explain the importance of using sustainable resources	
2	Explain the potential impact of resource use on the environment	
3	Explain how to use resources effectively and efficiently	
4	Describe actions one can take to minimise any adverse environmental impact of using physical resources	

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to identify resource requirements for own area of responsibility							
1	Consult with colleagues to identify their planned activities and corresponding resource needs						
2	Evaluate past resource use to inform expected future demand						
3	Implement any additional training needs caused by the improvement						
4	Identify resource requirements for own area of responsibility						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to obtain required resources for own area of responsibility							
1	Submit a business case to procure required resources						
2	review and agree required resources with relevant individuals						
3	Explain an organisations process*es for procuring agreed resources						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)											
Be able to monitor and review the quality and usage of resources in own area of responsibility													
1	Monitor the Monitor the quality of resources against required specifications of resources against required specifications												
2	Identify differences between actual and planned use of resources and take corrective actions												
3	Analyse the effectiveness and efficiency of resource use in own area of responsibility												
4	Make recommendations to improve the effectiveness and efficiency of resource use												
								Type of evidence →					

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

Level:	4
Credit value:	6
Recommended GLH:	9

Unit aim

This unit is about monitoring and controlling operations and activities in compliance with all legislative and organisational requirements.

Learning outcomes

1. Implement and maintain operating procedures required for legislative compliance
2. Use and communicate data and information
3. Resolve problems connected with compliance issues
4. Understand the underpinning regulations, procedures and requirements for managing waste operations

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)							
Implement and maintain operating procedures required for legislative compliance									
1	Establish regular monitoring and review schedules for all site operations to maintain compliance with procedures								
2	Design monitoring and review processes to record data from normal operating conditions and reporting systems for variations, and abnormal operating conditions								
3	Carry out monitoring of all procedures designed to meet compliance requirements and review procedures at intervals agreed with organisational and regulatory personnel								
4	Review health and safety procedures regularly to uphold safe and healthy operations and meet all current legislative requirements								
5	Review environmental procedures regularly to maintain compliance with assessed environmental impact requirements								
6	Introduce new or updated procedures where data from monitoring indicates they are needed								
7	Ensure that procedures cover all situations on organisational premises and for attendance at external facilities								
8	Incorporating review and monitoring processes for situations where personnel are required to attend external facilities								
9	Take steps to ensure adequate procedures are in place, are understood, and operated, for situations where there is non-compliance								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use and communicate data and information							
1	Obtain information to remain up to date about new legislative requirements, codes of practice, and other industry practices through a range of personal development activities						
2	Maintain recording and information systems in a way which enables them to be used easily to extract information for review and monitoring purposes						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Resolve problems connected with compliance issues							
1	Refer situations outside the authority of the job role to higher authority						
2	Take steps to deal with any failures with compliance						
3	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the maintenance of compliance regimes						
4	Seek expert advice to resolve situations which are outside the responsibility of the job role						
5	Make arrangements for carrying out repairs to any faulty equipment						
		Type of evidence →					

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for procedural compliance		
You must be able to describe appropriately:		PRN
1	Describe appropriately the specific legislative requirements and guidance applicable to the processes carried out on the site	
2	Describe appropriately the planning permission permit and the organisations working plan for the site	
3	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for monitoring processes	
4	Describe appropriately the records required by legislation and by company procedures in relation to the site activities	
5	Describe appropriately the procedures for dealing with emergencies	
6	Describe appropriately the organisational procedures for treatment operations and the supply and use of the resources required	
7	Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used on the site	
8	Describe appropriately the procedures for dealing with waste, out of specification waste and any other rejects from the process	
9	Determine the most effective methods to communicate different types of data and information to comply with legislative and organisational requirements	
10	Determine the technical skills needed for monitoring operations carried out on the site	
11	Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit	
12	Determine the storage and handling implications for the waste types handled on the site	
13	Determine how to use risk assessment and the identification of potential work related hazards and difficulties	
14	Determine the potential hazards to safety, health and the environment arising from the monitoring processes	
15	Determine how to interpret process documentation and verify that the information is accurate and relates to the processes carried out on the site	
16	Determine how to communicate operational instructions orally and in writing	
17	Determine the importance of ensuring peoples understanding of operational instructions and how to do this	

Performance evidence required	Portfolio Ref Number (PRN)							
Work in a manner which underpins effective performance								
1	Encourage others to develop themselves							
2	Apply integrity, fairness and consistency in decision making							
3	Use different leadership styles depending on individual							
		Type of evidence →						

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

Level:	4
Credit value:	15
Recommended GLH:	103

Unit aim

This unit is about managing the procedures for receiving hazardous waste and controlling its reception, inspection and validation.

Learning outcomes

1. Manage the reception of hazardous waste
2. Use and communicate data and information
3. Resolve problems connected with compliance issues
4. Understand the underpinning regulations, procedures and requirements for managing waste operations

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)					
Manage the reception of hazardous waste							
1	Implement systems and procedures for the reception and validation of hazardous wastes in accordance with legislative and organisational requirements						
2	Implement and manage systems and procedures that comply with legislative requirements to deal with hazardous wastes that require specific handling and for the rejection of unauthorised hazardous waste						
3	Establish systems to control the movements of vehicles entering, moving around and leaving the site						
4	Identify hazards and minimise risks to health, safety, and the environment arising from the reception, inspection and validation of hazardous waste						
5	Ensure that staff implement procedures and comply with the legislative requirements						
6	Ensure all procedures for the reception of hazardous wastes enhance or maintain the quality of the organisations work						
7	Implement security arrangements to prevent the unauthorised delivery and removal of hazardous wastes on the site						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use and communicate data and information							
1	Give clear instructions to customers and site staff about the procedures for receiving and validating hazardous waste						
2	Maintain records and information systems relating to the reception, inspection and validation of hazardous wastes that are complete, accurate, up-to-date and meet legislative requirements						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise from managing the reception of hazardous waste									
1	Seek expert advice to resolve situations which are outside the responsibility of the job role								
2	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the reception of hazardous wastes								
3	Notify customers and regulatory authorities of any breaches of the legislative requirements caused by the reception of unacceptable hazardous waste								
4	Advise senior managers of any breach of security or other situations which require their attention								
		Type of evidence →							

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for the reception of hazardous waste

You must be able to describe appropriately:		PRN
1	Describe appropriately the specific legislative requirements and guidance applicable to the reception of hazardous waste onto the site	
2	Describe appropriately the planning permission permit and the organisations working plan for the site	
3	Describe appropriately the waste inspection, and identification procedures and the handling requirements for the types of hazardous waste received on the site	
4	Describe appropriately the uses, purposes and processing requirements for documents relating to the reception and validation of hazardous waste on the site	
5	Describe appropriately the records required by legislation and by company procedures relating to the reception, inspection and validation of hazardous wastes	
6	Describe appropriately the procedures relating to hazardous waste delivered to, and removed from the site	
7	Determine the potential hazards to health, safety, and the environment arising from the reception of hazardous waste	
8	Determine the organisational environmental policy and the risks to the environment and human health resulting from, the reception, inspection and validation of hazardous wastes	

Performance evidence required	Portfolio Ref Number (PRN)						
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions						
		Type of evidence →					

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

Unit 417

Manage the transfer of outputs and disposal of residues from hazardous waste treatment and recovery operations

Level:	4
Credit value:	13
Recommended GLH:	69

Unit aim

This unit is about managing the transfer of outputs and safe disposal of residues arising from hazardous waste treatment and recovery operations.

Learning outcomes

1. Manage the transfer of outputs and disposal of residues from hazardous waste treatment and recovery
2. Use and communicate data and information
3. Resolve problems which arise from the transfer of outputs and disposal of residues from hazardous waste treatment and recovery
4. Understand the underpinning regulations, procedures and requirements for managing waste operations
5. Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from hazardous waste treatment and recovery operations
6. Work in a manner which underpins effective performance

Assessment

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

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

Unit 417

Manage the transfer of outputs and disposal of residues from hazardous waste treatment and recovery operations

Performance evidence required		Portfolio Ref Number (PRN)							
Manage the transfer of outputs and disposal of residues from hazardous waste treatment and recovery									
1	Implement systems and procedures for the transfer and transport of outputs and the disposal of residues from the hazardous waste treatment or recovery operation in accordance with legislative and organisational requirements								
2	Make arrangements for an adequate supply of resources needed to carry out the loading, transport or energy transfer operations from the site								
3	Identify hazards and minimise risks to health, safety and the environment from hazardous waste transfer and transport operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment								
4	Implement and maintain recording and information systems specifically relating to the transfer and transport of outputs and disposal of residues from the process carried out at the site in accordance with legislative and organisational requirements								
5	Make arrangements for the safe loading of the outputs and residues from the hazardous waste treatment and recovery processes								
6	Implement procedures and controls for the safe transfer of energy outputs from the hazardous waste treatment or recovery process								
7	Maintain the quality of the organisations work by ensuring that all procedures and hazardous waste transfer and disposal processes are adhered to								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use and communicate data and information							
1	Make sure the programme of work and operational instructions relating to the transfer and transport operations contain all the information needed for site personnel to carry out the process in line with organisational procedures						
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given						
3	Ensure that documentation is completed accurately and complies with legislation and organisational requirements						
4	Keep accurate records of all outputs and residues leaving the site in accordance with legislative and organisational requirements						
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention						
6	Maintain a record of training for all staff employed on transfer, recovery and transport operations on the site						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Resolve problems which arise from the transfer of outputs and disposal of residues from hazardous waste treatment and recovery							
1	Take steps to rectify any staff or transport shortages, equipment deficiencies or external causes that prevent the transfer, transport or disposal of outputs and residues						
2	Seek advice to resolve situations which are outside the responsibility of the job role						
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures						
		Type of evidence →					

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

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from hazardous waste treatment and recovery operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the organisational procedures for the management of personnel and work activities	
2	Describe appropriately the specific legislative requirements and guidance applicable to the transfer and transport of hazardous waste from the site	
3	Describe appropriately planning permission and the organisations working plan for the site	
4	Describe appropriately the quality inspection and identification procedures and the handling requirements for the types of hazardous waste recovered at the site	
5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site	
6	Describe appropriately the lifting and handling techniques suitable for the recovered hazardous wastes and residues that are being transported from the site	
7	Describe appropriately the onsite procedures for the management of storage of the outputs and residues from transfer processes	
8	Describe appropriately the records required by legislation and by company procedures in relation to the transfer and transport of recovered hazardous wastes and residues	
9	Describe appropriately the procedures for dealing with spillages	
10	Describe appropriately the procedures for dealing with spillages	
11	Describe appropriately the organisational procedures for transport operations and the supply and use of the transport resources required	

12	Describe appropriately the procedures and documentation required for the transport of hazardous waste to comply with legislative requirements and guidance	
13	Describe appropriately the procedures for dealing with residues, out of specification recovered hazardous waste and any other rejects from the process	
14	Describe appropriately the regulations for the export of energy from the site and the controls required for the export process	
15	Describe appropriately the methods used to communicate operational instructions orally and in writing	
16	Determine the storage and handling implications for the recovered hazardous waste types produced on the site	
17	Determine the types, functions and limitations of hazardous waste handling equipment available for use on the site	
18	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
19	Determine the potential hazards to safety, health and the environment arising from the loading and transport of hazardous wastes	
20	Determine how to interpret documentation and verify that the information is accurate and relates to the recovered hazardous wastes and residues	
21	Determine the importance of ensuring people's understanding of operational instructions and how to check understanding	

Performance evidence required		Portfolio Ref Number (PRN)					
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions						
		Type of evidence →					

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

Unit 418

Manage the transfer of outputs and disposal of residues from non-hazardous waste transfer and recovery operations

Level:	4
Credit value:	10
Recommended GLH:	50

Unit aim

This unit is about managing the transfer of outputs and safe disposal of residues arising from non-hazardous waste treatment and recovery operations.

Learning outcomes

1. Manage the transfer of outputs and disposal of residues from hazardous waste treatment and recovery
2. Use and communicate data and information
3. Resolve problems which arise from the transfer of outputs and disposal of residues from hazardous waste treatment and recovery
4. Understand the underpinning regulations, procedures and requirements for managing waste operations
5. Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from hazardous waste treatment and recovery operations
6. Work in a manner which underpins effective performance

Assessment

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

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

Unit 418

Manage the transfer of outputs and disposal of residues from non-hazardous waste transfer and recovery operations

Performance evidence required		Portfolio Ref Number (PRN)							
Manage the transfer of outputs and disposal of residues from hazardous waste treatment and recovery									
1	Implement systems and procedures for the transfer and transport of outputs and the disposal of residues from the hazardous waste treatment or recovery operation in accordance with legislative and organisational requirements								
2	Make arrangements for an adequate supply of resources needed to carry out the loading, transport or energy transfer operations from the site								
3	Identify hazards and minimise risks to health, safety and the environment from hazardous waste transfer and transport operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment								
4	Implement and maintain recording and information systems specifically relating to the transfer and transport of outputs and disposal of residues from the process carried out at the site in accordance with legislative and organisational requirements								
5	Make arrangements for the safe loading of the outputs and residues from the hazardous waste treatment and recovery processes								
6	Implement procedures and controls for the safe transfer of energy outputs from the hazardous waste treatment or recovery process								
7	Maintain the quality of the organisations work by ensuring that all procedures and hazardous waste transfer and disposal processes are adhered to								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use and communicate data and information							
1	Make sure the programme of work and operational instructions relating to the transfer and transport operations contain all the information needed for site personnel to carry out the process in line with organisational procedures						
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given						
3	Ensure that documentation is completed accurately and complies with legislation and organisational requirements						
4	Keep accurate records of all outputs and residues leaving the site in accordance with legislative and organisational requirements						
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention						
6	Maintain a record of training for all staff employed on transfer, recovery and transport operations on the site						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Resolve problems which arise from the transfer of outputs and disposal of residues from hazardous waste treatment and recovery							
1	Take steps to rectify any staff or transport shortages, equipment deficiencies or external causes that prevent the transfer, transport or disposal of outputs and residues						
2	Seek advice to resolve situations which are outside the responsibility of the job role						
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures						
		Type of evidence →					

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

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from hazardous waste treatment and recovery operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the organisational procedures for the management of personnel and work activities	
2	Describe appropriately the specific legislative requirements and guidance applicable to the transfer and transport of hazardous waste from the site	
3	Describe appropriately planning permission and the organisations working plan for the site	
4	Describe appropriately the quality inspection and identification procedures and the handling requirements for the types of hazardous waste recovered at the site	
5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site	
6	Describe appropriately the lifting and handling techniques suitable for the recovered hazardous wastes and residues that are being transported from the site	
7	Describe appropriately the onsite procedures for the management of storage of the outputs and residues from transfer processes	
8	Describe appropriately the records required by legislation and by company procedures in relation to the transfer and transport of recovered hazardous wastes and residues	
9	Describe appropriately the procedures for dealing with spillages	
10	Describe appropriately the procedures for dealing with spillages	
11	Describe appropriately the organisational procedures for transport operations and the supply and use of the transport resources required	

12	Describe appropriately the procedures and documentation required for the transport of hazardous waste to comply with legislative requirements and guidance	
13	Describe appropriately the procedures for dealing with residues, out of specification recovered hazardous waste and any other rejects from the process	
14	Describe appropriately the regulations for the export of energy from the site and the controls required for the export process	
15	Describe appropriately the methods used to communicate operational instructions orally and in writing	
16	Determine the storage and handling implications for the recovered hazardous waste types produced on the site	
17	Determine the types, functions and limitations of hazardous waste handling equipment available for use on the site	
18	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
19	Determine the potential hazards to safety, health and the environment arising from the loading and transport of hazardous wastes	
20	Determine how to interpret documentation and verify that the information is accurate and relates to the recovered hazardous wastes and residues	
21	Determine the importance of ensuring people's understanding of operational instructions and how to check understanding	

Performance evidence required		Portfolio Ref Number (PRN)					
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions						
		Type of evidence →					

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

Level:	4
Credit value:	10
Recommended GLH:	50

Unit aim

This unit is about managing the transfer of outputs and safe disposal of residues arising from non-hazardous waste treatment and recovery operations.

Learning outcomes

1. Manage the transfer of outputs and disposal of residues from hazardous waste treatment and recovery
2. Use and communicate data and information
3. Resolve problems which arise from the transfer of outputs and disposal of residues from hazardous waste treatment and recovery
4. Understand the underpinning regulations, procedures and requirements for managing waste operations
5. Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from hazardous waste treatment and recovery operations
6. Work in a manner which underpins effective performance

Assessment

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

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

Performance evidence required		Portfolio Ref Number (PRN)											
Work in a manner which underpins effective performance													
1	Be assertive in making decisions												
2	Pursue accountability of staff for delegated responsibilities												
3	Reflect critically on personal achievements to inform future actions												
4	Identify hazards and minimise risks to health, safety, and the environment arising from the reception, inspection and validation of non-hazardous wastes												
5	Ensure that staff implement procedures and comply with the legislative requirements												
6	Ensure all procedures for the reception of non-hazardous wastes enhance or maintain the quality of the organisation's work												
7	Implement security arrangements to prevent the unauthorised delivery and removal of non-hazardous wastes on the site.												
Type of evidence →													

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

Performance evidence required		Portfolio Ref Number (PRN)											
Use and communicate data and information													
1	Give clear instructions to customers and site staff about the procedures for receiving and validating non-hazardous waste												
2	Maintain records and information systems relating to the reception, inspection and validation of non-hazardous wastes that are complete, accurate, up-to-date and meet legislative requirements												
Type of evidence →													

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise from managing the reception of non-hazardous waste									
1	Be assertive in making decisions								
2	Pursue accountability of staff for delegated responsibilities								
3	Notify customers and regulatory authorities of any breaches of the legislative requirements caused by the reception of unacceptable non-hazardous waste								
4	Advise senior managers of any breaches of security or other situations which require their attention								
		Type of evidence →							

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for the reception of non-hazardous waste

You must be able to describe appropriately:		PRN
1	Describe appropriately the specific legislative requirements and guidance applicable to the reception of non-hazardous waste onto the site	
2	Describe appropriately the planning permission permit and the organisation's working plan for the site	
3	Describe appropriately the waste inspection, and identification procedures and the handling requirements for the types of non-hazardous waste received on the site	
4	Describe appropriately the uses, purposes and processing requirements for documents relating to the reception and validation of non-hazardous waste on the site	
5	Describe appropriately the records required by legislation and by company procedures relating to the reception, inspection and validation of non-hazardous wastes	
6	Determine the potential hazards to health, safety, and the environment arising from the reception of non-hazardous waste	
7	Describe appropriately the procedures for the proper management control of work activities on the site	
8	Determine the organisational environmental policy and the risks to the environment and human health resulting from, the reception, inspection and validation of non-hazardous wastes	

Performance evidence required	Portfolio Ref Number (PRN)						
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Notify customers and regulatory authorities of any breaches of the legislative requirements caused by the reception of unacceptable non-hazardous waste						
4	Reflect critically on personal achievements to inform future actions						
Type of evidence →							

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

Unit 420

Manage the transfer of outputs and disposal of residues from hazardous clinical waste transfer and recovery operations

Level:	4
Credit value:	10
Recommended GLH:	60

Unit aim

This unit is about managing the transfer of outputs and safe disposal of residues arising from hazardous clinical waste transfer and recovery operations.

Learning outcomes

1. Manage the transfer of outputs and disposal of residues from hazardous clinical waste transfer and recovery
2. Use and communicate data and information
3. Resolve problems which arise from the transfer of outputs and disposal of residues from hazardous clinical waste transfer and recovery
4. Understand the underpinning regulations, procedures and requirements for managing waste operations
5. Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from hazardous clinical waste transfer and recovery operations
6. Work in a manner which underpins effective performance

Assessment

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

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

Unit 420

Manage the transfer of outputs and disposal of residues from hazardous clinical waste transfer and recovery operations

Performance evidence required		Portfolio Ref Number (PRN)							
Manage the transfer of outputs and disposal of residues from hazardous clinical waste transfer and recovery									
1	Implement systems and procedures for the transfer and transport of outputs and the disposal of residues from the hazardous clinical waste transfer or recovery operation in accordance with legislative and organisational requirements								
2	Make arrangements for an adequate supply of resources needed to carry out the loading, transport or energy transfer operations from the site								
3	Identify hazards and minimise risks to health, safety and the environment from hazardous waste transfer and transport operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment								
4	Implement and maintain recording and information systems specifically relating to the transfer and transport of outputs and disposal of residues from the process carried out at the site in accordance with legislative and organisational requirements								
5	Make arrangements for the safe loading of the outputs and residues from the hazardous clinical waste transfer and recovery processes								
6	Implement procedures and controls for the safe transfer of energy outputs from the hazardous clinical waste transfer or recovery process								
7	Maintain the quality of the organisation's work by ensuring that all procedures and hazardous waste transfer and disposal processes are adhered to								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Manage the transfer of outputs and disposal of residues from hazardous clinical waste transfer and recovery							
1	Make sure the programme of work and operational instructions relating to the transfer and transport operations contain all the information needed for site personnel to carry out the process in line with organisational procedures						
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given						
3	Ensure that documentation is completed accurately and complies with legislation and organisational requirements						
4	Keep accurate records of all outputs and residues leaving the site in accordance with legislative and organisational requirements						
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention						
6	Maintain a record of training for all staff employed on transfer, recovery and transport operations on the site						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Resolve problems which arise from the transfer of outputs and disposal of residues from hazardous clinical waste transfer and recovery							
1	Take steps to rectify any staff or transport shortages, equipment deficiencies or external causes that prevent the transfer, transport or disposal of outputs and residues						
2	Seek advice to resolve situations which are outside the responsibility of the job role						
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures						
		Type of evidence →					

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

Understand the underpinning regulations

You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from hazardous waste treatment and recovery operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the organisational procedures for the management of personnel and work activities	
2	Describe appropriately the specific legislative requirements and guidance applicable to the transfer and transport of hazardous waste from the site	
3	Describe appropriately planning permission and the organisations working plan for the site	
4	Describe appropriately the quality inspection and identification procedures and the handling requirements for the types of hazardous waste recovered at the site	
5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site	
6	Describe appropriately the lifting and handling techniques suitable for the recovered hazardous wastes and residues that are being transported from the site	
7	Describe appropriately the onsite procedures for the management of storage of the outputs and residues from transfer processes	
8	Describe appropriately the records required by legislation and by company procedures in relation to the transfer and transport of recovered hazardous wastes and residues	
9	Describe appropriately the procedures for dealing with spillages	
10	Describe appropriately the organisational procedures for transport operations and the supply and use of the transport resources required	
11	Describe appropriately the procedures and documentation required for the transport of hazardous waste to comply with legislative requirements and guidance	

12	Describe appropriately the procedures for dealing with residues, out of specification recovered hazardous waste and any other rejects from the process	
13	Describe appropriately the regulations for the export of energy from the site and the controls required for the export process	
14	Describe appropriately the methods used to communicate operational instructions orally and in writing	
15	Determine the storage and handling implications for the recovered hazardous waste types produced on the site	
16	Determine the types, functions and limitations of hazardous waste handling equipment available for use on the site	
17	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
18	Determine the potential hazards to safety, health and the environment arising from the loading and transport of hazardous wastes	
19	Determine how to interpret documentation and verify that the information is accurate and relates to the recovered hazardous wastes and residues	
20	Determine the importance of ensuring people's understanding of operational instructions and how to check understanding	

Performance evidence required	Portfolio Ref Number (PRN)								
Work in a manner which underpins effective performance									
1	Be assertive in making decisions								
2	Pursue accountability of staff for delegated responsibilities								
3	Reflect critically on personal achievements to inform future actions								
Type of evidence →									

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

Unit 421

Manage the transfer of outputs and disposal of residues from non-hazardous clinical waste transfer and recovery operations

Level:	4
Credit value:	9
Recommended GLH:	58

Unit aim

This unit is about managing the transfer of outputs and safe disposal of residues arising from non-hazardous clinical waste transfer and recovery operations.

Learning outcomes

1. Manage the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery
2. Use and communicate data and information
3. Resolve problems which arise from the transfer of outputs and disposal of residues from hazardous clinical waste transfer and recovery
4. Understand the underpinning regulations, procedures and requirements for managing waste operations
5. Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from hazardous clinical waste transfer and recovery operations
6. Work in a manner which underpins effective performance

Assessment

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

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

Unit 421

Manage the transfer of outputs and disposal of residues from non-hazardous clinical waste transfer and recovery operations

Performance evidence required		Portfolio Ref Number (PRN)							
Manage the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery									
1	Implement systems and procedures for the transfer and transport of outputs and the disposal of residues from the non-hazardous waste treatment or recovery operation in accordance with legislative and organisational requirements								
2	Make arrangements for an adequate supply of resources needed to carry out the loading, transport or energy transfer operations from the site								
3	Identify hazards and minimise risks to health, safety and the environment from non-hazardous waste transfer and transport operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment								
4	Implement and maintain recording and information systems specifically relating to the transfer and transport of outputs and disposal of residues from the process carried out at the site in accordance with legislative and organisational requirements								
5	Make arrangements for the safe loading of the outputs and residues from the non-hazardous waste treatment and recovery processes								
6	Implement procedures and controls for the safe transfer of energy outputs from the non-hazardous waste treatment or recovery process								
7	Maintain the quality of the organisations work by ensuring that all procedures and non-hazardous waste transfer and disposal processes are adhered to.								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use and communicate data and information							
1	Make sure the programme of work and operational instructions relating to the transfer and transport operations contain all the information needed for site personnel to carry out the process in line with organisational procedures						
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given						
3	Ensure that documentation is completed accurately and complies with legislation and organisational requirements						
4	Keep accurate records of all outputs and residues leaving the site in accordance with legislative and organisational requirements						
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention						
6	Maintain a record of training for all staff employed on transfer, recovery and transport operations on the site.						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Resolve problems which arise from the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery							
1	Make sure the programme of work and operational instructions relating to the transfer and transport operations contain all the information needed for site personnel to carry out the process in line with organisational procedures						
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given						
3	Ensure that documentation is completed accurately and complies with legislation and organisational requirements						
		Type of evidence →					

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

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the organisational procedures for the management of personnel and work activities	
2	Describe appropriately the specific legislative requirements and guidance applicable to the transfer and transport of non-hazardous waste from the site	
3	Describe appropriately planning permission and the organisations working plan for this site	
4	Describe appropriately the quality inspection and identification procedures and the handling requirements for the types of non-hazardous waste recovered at the site	
5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site	
6	Describe appropriately the lifting and handling techniques suitable for the recovered non-hazardous wastes and residues that are being transported from the site	
7	Describe appropriately the onsite procedures for the management of storage of the outputs and residues from transfer processes	
8	Describe appropriately the records required by legislation and by company procedures in relation to the transfer and transport of recovered non-hazardous wastes and residues	
9	Describe appropriately the procedures for dealing with spillages	
10	Describe appropriately the organisational procedures for transport operations and the supply and use of the transport resources required	
11	Describe appropriately the procedures and documentation required for the transport of non-hazardous waste to comply with legislative requirements and guidance	

12	Describe appropriately the procedures for dealing with residues, out of specification recovered non-hazardous waste and any other rejects from the process	
13	Describe appropriately the regulations from the export of energy from the site and the controls required for the export process	
14	Describe appropriately the methods used to communicate operational instructions orally and in writing	
15	Determine the storage and handling implications for the recovered non-hazardous waste types produced on the site	
16	Determine the types, functions and limitations of non-hazardous waste handling equipment available for use on the site	
17	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
18	Determine the potential hazards to safety, health and the environment arising from the loading and transport of non-hazardous wastes	
19	Determine how to interpret documentation and verify that the information is accurate and relates to the recovered non-hazardous wastes and residues	
20	Determine the importance of ensuring people's understanding of operational instructions and how to check understanding	

Performance evidence required	Portfolio Ref Number (PRN)								
Resolve problems which arise from the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery									
1	Be assertive in making decisions								
2	Pursue accountability of staff for delegated responsibilities								
3	Reflect critically on personal achievements to inform future actions								
Type of evidence →									

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

Unit 422

Manage the transfer of outputs and disposal of residues from waste transfer and recovery operations, inert waste

Level:	4
Credit value:	9
Recommended GLH:	55

Unit aim

This unit is about managing the transfer of outputs and safe disposal of residues arising from inert waste transfer and recovery operations.

Learning outcomes

1. Manage the transfer of outputs and disposal of residues from inert waste transfer and recovery
Use and communicate data and information
2. Use and communicate data and information
3. Resolve problems which arise from the transfer of outputs and disposal of residues from inert waste transfer and recovery
4. Understand the underpinning regulations, procedures and requirements for managing waste operations
5. Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from inert waste transfer and recovery operations
6. Work in a manner which underpins effective performance

Assessment

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

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

Unit 422

Manage the transfer of outputs and disposal of residues from waste transfer and recovery operations, inert waste

Performance evidence required		Portfolio Ref Number (PRN)							
Manage the transfer of outputs and disposal of residues from inert waste transfer and recovery									
1	Implement systems and procedures for the transfer and transport of outputs and the disposal of residues from the inert waste transfer or recovery operation in accordance with legislative and organisational requirements								
2	Make arrangements for an adequate supply of resources needed to carry out the loading, transport or energy transfer operations from the site								
3	Identify hazards and minimise risks to health, safety and the environment from inert waste transfer and transport operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment								
4	Implement and maintain recording and information systems specifically relating to the transfer and transport of outputs and disposal of residues from the process carried out at the site in accordance with legislative and organisational requirements								
5	Make arrangements for the safe loading of the outputs and residues from the inert waste transfer and recovery processes								
6	Implement procedures and controls for the safe transfer of energy outputs from the inert waste transfer or recovery process								
7	Maintain the quality of the organisation's work by ensuring that all procedures and inert waste transfer and disposal processes are adhered to								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use and communicate data and information									
1	Make sure the programme of work and operational instructions relating to the transfer and transport operations contain all the information needed for site personnel to carry out the process in line with organisational procedures								
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given								
3	Ensure that documentation is completed accurately and complies with legislation and organisational requirements								
4	Keep accurate records of all outputs and residues leaving the site in accordance with legislative and organisational requirements								
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention								
6	Maintain a record of training for all staff employed on transfer, recovery and transport operations on the site.								
		Type of evidence →							

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Performance evidence required	Portfolio Ref Number (PRN)								
Resolve problems which arise from the transfer of outputs and disposal of residues from inert waste transfer and recovery									
1	Take steps to rectify any staff or transport shortages, equipment deficiencies or external causes that prevent the transfer, transport or disposal of outputs and residues								
2	Seek advice to resolve situations which are outside the responsibility of the job role								
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures								
Type of evidence →									

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

Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from inert waste transfer and recovery operations	
You must be able to describe appropriately:	PRN
1	Describe appropriately the organisational procedures for the management of personnel and work activities
2	Describe appropriately the specific legislative requirements and guidance applicable to the transfer and transport of inert waste from the site
3	Describe appropriately planning permission and the organisation's working plan for the site
4	Describe appropriately the quality inspection and identification procedures and the handling requirements for the types of inert waste recovered at the site
5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site
6	Describe appropriately the lifting and handling techniques suitable for the recovered inert wastes and residues that are being transported from the site
7	Describe appropriately the procedures for the proper management control of work activities on the site
8	Describe appropriately the records required by legislation and by company procedures in relation to the transfer and transport of recovered inert wastes and residues
9	Describe appropriately the procedures for dealing with spillages
10	Describe appropriately the organisational procedures for transport operations and the supply and use of the transport resources required
11	Describe appropriately the procedures and documentation required for the transport of inert waste to comply with legislative requirements and guidance
12	Describe appropriately the procedures for dealing with residues, out of specification recovered inert waste and any other rejects from the process
13	Describe appropriately the regulations for the export of energy from the site and the controls required for the export process
14	Describe appropriately the methods used to communicate operational

	instructions orally and in writing	
15	Determine the storage and handling implications for the recovered inert waste types produced on the site	
16	Determine the types, functions and limitations of inert waste handling equipment available for use on the site	
17	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
18	Determine the potential hazards to safety, health and the environment arising from the loading and transport of inert wastes	
19	Determine how to interpret documentation and verify that the information is accurate and relates to the recovered inert wastes and residues	
20	Determine the importance of ensuring people's understanding of operational instructions and how to check understanding	

Performance evidence required	Portfolio Ref Number (PRN)							
Work in a manner which underpins effective performance								
1	Be assertive in making decisions							
2	Pursue accountability of staff for delegated responsibilities							
3	Reflect critically on personal achievements to inform future actions							
		Type of evidence →						

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

Unit 423

Provide leadership and direction for own area of responsibility

Level:	4
Credit value:	5
Recommended GLH:	30

Unit aim

This unit helps learners to provide leadership and direction for their area of responsibility.

Learning outcomes

1. Be able to lead in own area of responsibility
2. Be able to provide direction and set objectives in own area of responsibility
3. Be able to communicate the direction for own area of responsibility and collect feedback to inform improvement
4. Be able to assess own leadership performance

Assessment

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

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

Unit 423

Provide leadership and direction for own area of responsibility

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to lead in own area of responsibility									
1	Identify own strengths and ability to lead in a leadership role								
2	Evaluate strengths within own area of responsibility								
		Type of evidence →							

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

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to provide direction and set objectives in own area of responsibility									
1	Outline direction for own area of responsibility								
2	Implement objectives with colleagues that align with those of the organisation								
		Type of evidence →							

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

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to assess own leadership performance									
1	Assess feedback on own leadership performance								
2	Evaluate own leadership performance								
		Type of evidence →							

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

Performance evidence required	Portfolio Ref Number (PRN)								
Be able to communicate the direction for own area of responsibility and collect feedback to inform improvement									
1	Communicate the agreed direction to individuals within own area of responsibility								
2	Collect feedback to inform improvement								
		Type of evidence →							

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

Unit 424

Manage site operations for the treatment of hazardous waste

Level:	4
Credit value:	22
Recommended GLH:	184

Unit aim

This unit is about managing the procedures and processes for the treatment of hazardous waste.

Learning outcomes

1. Manage treatment operations for hazardous waste
2. Control work activities on sites treating waste
3. Use, record and communicate data and information
4. Resolve problems which arise from operations for the treatment of hazardous waste
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Understand the specific regulation procedures and requirements for managing site operations for the treatment of hazardous waste
7. Work in a manner which underpins effective performance

Assessment

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

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

Unit 424

Manage site operations for the treatment of hazardous waste

Performance evidence required		Portfolio Ref Number (PRN)					
Manage treatment operations for hazardous waste							
1	Implement systems and procedures for hazardous waste treatment operations in accordance with legislative and organisational requirements						
2	Make arrangements for an adequate supply of materials, equipment and information needed to carry out the hazardous waste treatment operations on the site						
3	Identify hazards and minimise risks to health, safety and the environment from hazardous waste treatment operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment						
4	Implement and maintain recording and information systems specifically relating to the hazardous waste treatment processes in accordance with legislative and organisational requirements						
5	Make arrangements for the safe storage of the outputs and residues from the hazardous waste treatment process						
6	Maintain the quality of the organisation's work by ensuring that all procedures and hazardous waste treatment processes are adhered to						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)							
Control work activities on sites treating waste									
1	Establish and oversee programmes of work which meet the legislative and organisational requirements required for hazardous waste treatment operations								
2	Implement site operating procedures that fully comply with health and safety and environmental protection requirements								
3	Monitor and maintain systems to ensure there are sufficient personnel with appropriate expertise available at the work site								
4	Ensure that staff have received training before using any machinery, plant or equipment								
5	Ensure that staff understand the procedures relating to the treatment of hazardous wastes and implement them in full compliance with legislative and organisational requirements								
6	Maintain safe systems of work and put in place precautions to eliminate or reduce the risk from hazards								
7	Ensure that staff have the resource and skills needed to carry out the operating procedures safely								
8	Identify potential hazards and take steps to reduce risks to personnel and the environment related to hazardous wastes which are difficult to handle, may contain disguised materials or unacceptable components, are unauthorised, or likely to present unexpected health problems								
9	Monitor staff activity on hazardous waste treatment operations to ensure they enhance or maintain the quality of the organisations work								
10	Ensure that the outputs and residues from the hazardous waste treatment processes are stored correctly in accordance with legislative and organisational procedures								
11	Implement a programme of training for staff to ensure all processes can be carried out safely by suitably trained staff								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use, record and communicate data and information									
1	Make sure the programme of work and operational instructions relating to the hazardous waste treatment operations contain all the information needed for site personnel to carry out the process in line with organisational procedures								
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given								
3	Keep accurate records of hazardous wastes treated and of the control parameters for the hazardous waste treatment process in accordance with legislative and organisational requirements								
4	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention								
5	Maintain a record of training for all staff employed on hazardous waste treatment operations on the site								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise from operations for the treatment of hazardous waste									
1	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the treatment of hazardous wastes								
2	Seek advice to resolve situations which are outside the responsibility of the job role								
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures								
4	Make arrangements for treatment or disposal of any batches of material that fail to meet the quality standards required for the hazardous waste treatment process								
		Type of evidence →							

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

Understand the specific regulation procedures and requirements for managing site operations for the treatment of hazardous waste		
You must be able to describe appropriately:		PRN
1	Describe appropriately the technical skills needed for the hazardous waste treatment operations carried out on the site	
2	Describe appropriately the specific legislative requirements and guidance applicable to the treatment of hazardous waste at the site	
3	Describe appropriately planning permission and the organisation's working plan for the site	

4	Describe appropriately the waste inspection and identification procedures and the handling requirements for the types of hazardous waste received on the site	
5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site	
6	Describe appropriately the storage and handling implications for the hazardous waste types handled on the site	
7	Describe appropriately the lifting and handling techniques that are suitable for the hazardous wastes that are being treated on the site	
8	Describe appropriately the on site procedures for the management of storage of the outputs from hazardous waste treatment processes	
9	Describe appropriately the records required by legislation and by company procedures in relation to the treatment of hazardous waste	
10	Describe appropriately the procedures for dealing with spillages	
11	Describe appropriately the organisational procedures for hazardous waste treatment operations and the supply and use of the resources required	
12	Describe appropriately the procedures and documentations required for treatment of hazardous waste to specific standards	
13	Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used on the site	
14	Describe appropriately the procedures for dealing with hazardous waste, out of specification hazardous waste and any other residues from the process	
15	Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit	
16	Determine the types, functions and limitations of hazardous waste handling equipment available for use on the site	
17	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
18	Determine the potential hazards to safety, health and the environment arising from the treatment of hazardous wastes	
19	Determine how to interpret process documentation and verify that the information is accurate and relates to the hazardous waste treatment process	
20	Determine how to communicate operational instructions orally and in writing	
21	Determine the importance of ensuring people's understanding of operational instructions and how to do this	

Performance evidence required		Portfolio Ref Number (PRN)							
Work in a manner which underpins effective performance									
1	Be assertive in making decisions								
2	Pursue accountability of staff for delegated responsibilities								
3	Reflects critically on personal achievements to inform future actions								
		Type of evidence →							

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

Level:	4
Credit value:	14
Recommended GLH:	51

Unit aim

This unit is about managing the procedures and processes for the treatment of non-hazardous waste.

Learning outcomes

1. Manage treatment operations for hazardous waste
2. Control work activities on sites treating waste
3. Use, record and communicate data and information
4. Resolve problems which arise from operations for the treatment of hazardous waste
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Understand the specific regulation procedures and requirements for managing site operations for the treatment of hazardous waste
7. Work in a manner which underpins effective performance

Assessment

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

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

Unit 425

Manage site operations for the treatment of non-hazardous waste

Performance evidence required		Portfolio Ref Number (PRN)					
Manage treatment operations for non-hazardous waste							
1	Implement systems and procedures for non-hazardous waste treatment operations in accordance with legislative and organisational requirements						
2	Make arrangements for an adequate supply of materials, equipment and information needed to carry out the non-hazardous waste treatment operations on the site						
3	Identify hazards and minimise risks to health, safety and the environment from non-hazardous waste treatment operations and comply with legal and organisational requirements for reporting to health, safety and the environment						
4	Implement and maintain recording and information systems specifically relating to the non-hazardous waste treatment processes in accordance with legislative and organisational requirements						
5	Make arrangements for the safe storage of the outputs and residues from the non-hazardous waste treatment process						
6	Maintain the quality of the organisation's work by ensuring that all procedures and non-hazardous waste treatment processes are adhered to						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Control work activities on sites treating waste							
1	Establish and oversee programmes of work which meet the legislative and organisational requirements required for non-hazardous waste treatment operations						
2	Implement site operating procedures that fully comply with health and safety and environmental protection requirements						
3	Monitor and maintain systems to ensure there are sufficient personnel with appropriate expertise available at the work site						
4	Ensure that staff have received training before using machinery, plant or equipment						
5	Ensure that staff understand the procedures relating to the treatment of non-hazardous wastes and implement them in full compliance with legislative and organisational requirements						
6	Maintain safe systems of work and put in place precautions to eliminate or reduce the risk from hazards						

7	Ensure that staff have the resources and skills needed to carry out the operating procedures safely								
8	Identify potential hazards and take steps to reduce the risks to personnel and the environment related to non-hazardous wastes which are difficult to handle, may contain disguised materials or unacceptable components, are unauthorised, or likely to present unexpected health problems								
9	Monitor staff activity on non-hazardous waste treatment operations to ensure they enhance or maintain the quality of the organisation's work								
10	Ensure that the outputs and residues from the non-hazardous waste treatment processes are stored correctly in accordance with legislative and organisational procedures								
11	Implement a programme of training for staff to ensure all processes can be carried out safely by suitably trained staff								
Type of evidence →									

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise from operations for the treatment of non-hazardous waste									
1	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the treatment of non-hazardous wastes								
2	Seek advice to resolve situations which are outside the responsibility of the job role								
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures								
4	Make arrangements for treatment or disposal for any batches of material that fail to meet the quality standards required for non-hazardous waste treatment process								
Type of evidence →									

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

Understand the specific regulation procedures and requirements for managing site operations for the treatment of hazardous waste		
You must be able to describe appropriately:		PRN
1	Describe appropriately the technical skills needed for the non-hazardous waste treatment operations carried out on the site	
2	Describe appropriately the specific legislative requirements and guidance applicable to the treatment of non-hazardous waste at the site	
3	Describe appropriately planning permission and the organisation's working plan for the site	
4	Describe appropriately the waste inspection and identification procedures and the handling requirements for the types of non-hazardous waste received on the site	
5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site treating non-hazardous wastes	

6	Describe appropriately the storage and handling implications for the non-hazardous waste types handled on the site	
7	Describe appropriately the lifting and handling techniques that are suitable for the non-hazardous wastes that are being treated on the site	
8	Describe appropriately the on site procedures for the management of storage of the outputs from non-hazardous waste treatment processes	
9	Describe appropriately the records required by legislation and by company procedures in relation to the treatment of non-hazardous waste	
10	describe appropriately the procedures for dealing with spillages	
11	Describe appropriately the organisational procedures for non-hazardous waste treatment operations and the supply and use of the resources required	
12	Describe appropriately the procedures and documentation required for treatment of non-hazardous waste to specific standards	
13	Describe appropriately the Control of Substances Non-hazardous to Health (COSHH) assessment data for all hazardous substances received , handled and used on the site	
14	Describe appropriately the procedures for dealing with non-hazardous waste, out of specification non-hazardous waste and any other residues from the process	
15	Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit	
16	Determine the types, functions and limitations of non-hazardous waste handling equipment available for use on the site	
17	Determine how to use risk assessment and the identification of potential work related hazards and difficulties	
18	Determine the potential hazards to safety, health and the environment arising from the treatment of non-hazardous wastes	
19	Determine how to interpret process documentation and verify that the information is accurate and relates to the non-hazardous waste treatment process	
20	Determine how to communicate operational instructions orally and in writing	
21	Determine the importance of ensuring people's understanding of operational instructions and how to do this	

Performance evidence required		Portfolio Ref Number (PRN)						
Work in a manner which underpins effective performance								
1	Be assertive in making decisions							
2	Pursue accountability of staff for delegated responsibilities							
3	Reflect critically on personal achievements to inform future actions							
		Type of evidence →						

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

Level:	4
Credit value:	13
Recommended GLH:	60

Unit aim

This unit is about managing the procedures and processes for the remediation of contaminated land.

Learning outcomes

1. Manage operations for the remediation of contaminated land
2. Control work activities for the remediation of contaminated land
3. Use Use and communicate data and information
4. Resolve problems which arise from the management of the remediation of contaminated land
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Understand the specific regulation procedures and requirements for the remediation of contaminated land
7. Work in a manner which underpins effective performance

Assessment

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

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

Unit 426

Manage site operations for the remediation of contaminated land

Performance evidence required		Portfolio Ref Number (PRN)					
Manage operations for the remediation of contaminated land							
1	Implement systems and procedures for treatment operations to remediate contaminated land in accordance with legislative and organisational requirements						
2	Make arrangements for an adequate supply of materials, equipment and information needed to carry out the treatment operations on the site						
3	Identify hazards and minimise risks to health, safety and the environment from treatment operations and comply with legal and organisational requirements for reporting risks to health safety and the environment						
4	Implement and maintain recording and information systems specifically relating to the treatment processes in accordance with legislative and organisational requirements						
5	Make arrangements for the safe storage of the outputs from the treatment process						
6	Maintain the quality of the organisation's work by ensuring that all procedures and waste treatment processes are adhered to						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Control work activities for the remediation of contaminated land							
1	Establish and oversee programmes of work which meet the legislative and organisational requirements required for treatment operations						
2	Implement site operating procedures that fully comply with health & safety and environmental protection requirements						
3	Monitor and maintain systems to ensure there are sufficient people - with the correct mix of expertise - available at the work site						
4	Ensure that individuals have received recognised training before using any machinery, plant or equipment for the first time for the treatment to remediate contaminated land						
5	Ensure that staff understand the procedures relating to the treatment processes and implement them in full compliance with legislative and organisational requirements						
6	Maintain safe systems of work and put in place precautions to eliminate or reduce the risk from hazards						

7	Ensure the availability of the resources and individual staff skills needed to carry out the operating procedures safely								
8	Identify potential hazards and take steps to reduce risks to personnel and the environment related to materials that arise								
9	Monitor staff activity on treatment operations to ensure they enhance or maintain the quality of the organisation's work								
10	Ensure that the outputs from the treatment processes are stored correctly in accordance with legislative and organisational procedures								
11	Implement a programme of training for staff to ensure all processes can be carried out safely by suitably trained staff								
12	Arrange for samples of treated material to be taken and analysed to determine compliance with legislative and organisational requirements								
Type of evidence →									

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use and communicate data and information									
1	Make sure the programme of work and operational instructions relating to the treatment operations contain all the information needed for site personnel to carry out the process in line with organisational procedures								
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given								
3	Keep accurate records of materials treated and of the control parameters for the treatment process in accordance with legislative and organisational requirements								
4	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention (S)								
5	Maintain a record of training for all staff employed on treatment operations on the site								
Type of evidence →									

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

Performance evidence required	Portfolio Ref Number (PRN)								
Resolve problems which arise from the management of the remediation of contaminated land									
1	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the treatment for remediation of contaminated land								
2	Seek expert advice to resolve situations which are outside the responsibility of the job role								
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures								
4	Make arrangements for reworking or disposal for any batches of material that fail to meet the quality standards required for the treatment process								
Type of evidence →									

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

Understand the underpinning regulations, procedures and requirements for managing waste operations	
You must be able to describe appropriately:	PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes
5	Describe appropriately the organisational environmental policy and procedures applicable to the site
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace
7	Describe appropriately the procedures for the proper management control of work activities on the site

Understand the specific regulation procedures and requirements for the remediation of contaminated land	
You must be able to describe appropriately:	PRN
1	Describe appropriately the organisational procedures for the management of personnel and work activities
2	Describe appropriately the specific legislative requirements and guidance applicable to the treatment for the removal of contamination from the materials on site
3	Describe appropriately the organisation's working plan for the site

4	Describe appropriately the quality inspection and identification procedures and the handling requirements for the types of materials remediated at the site	
5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for handling remediated materials and residues	
6	Describe appropriately Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received and used on your site	
7	Describe appropriately the onsite procedures for the management of storage of the outputs and residues from remediation processes	
8	Describe appropriately the records required by legislation and by company procedures in relation to the treatment processes to remediate contaminated land	
9	Describe appropriately the records required by legislation and by company procedures in relation to the placement of remediated materials on the site	
10	Describe appropriately the procedures for dealing with spillages	
11	Describe appropriately the procedures for dealing with residues, out of specification remediated materials and any other rejects from the process	
12	Determine the methods used to treat contaminated land to restore the land for use	
13	Determine the range and nature of operational outputs and residues produced from the remediation of the contaminated land	
14	Determine the storage and handling implications for the remediated material types produced on the site	
15	Determine the types, functions and limitations of materials handling equipment available for use on the site	
16	Determine the lifting and handling techniques that are suitable for the materials being treated on the site	
17	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
18	Determine the potential hazards to safety, health and the environment arising from the treatment process for remediating contaminated land	
19	Determine how to interpret process documentation and verify that the information is accurate and relates to the remediated materials and residues	
20	Determine how to communicate operational instructions orally and in writing	
21	Determine the importance of ensuring people's understanding of operational instructions and how to do this	

Performance evidence required		Portfolio Ref Number (PRN)					
Work in a manner which underpins effective performance							
1	Encourage others to develop themselves						
2	Apply integrity, fairness & consistency in decision making						
3	Use different leadership styles depending on individual						
		Type of evidence →					

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

Unit 428

Manage site operations for the disposal of hazardous waste to landfill on a single waste stream site

Level:	4
Credit value:	11
Recommended GLH:	60

Unit aim

This unit is about managing the procedures and processes necessary for the disposal of hazardous waste onto or into land.

Learning outcomes

1. Manage operations for the disposal of hazardous waste to land
2. Control work activities for the disposal of hazardous waste to land
3. Use, record and communicate data and information
4. Resolve problems which arise during and resulting from site operations for the disposal of hazardous waste to land
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Understand the specific regulation procedures and requirements for managing site operations for the disposal of hazardous waste to landfill on a single waste stream site
7. Work in a manner which underpins effective performance

Assessment

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

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

Unit 428

Manage site operations for the disposal of hazardous waste to landfill on a single waste stream site

Performance evidence required		Portfolio Ref Number (PRN)					
Manage operations for the disposal of hazardous waste to land							
1	Implement systems and procedures for hazardous waste disposal operations in accordance with legislative and organisational requirements						
2	Make arrangements for an adequate supply of materials, equipment and information needed to carry out the disposal operations on the site						
3	Identify hazards and minimise risks to health, safety and the environment from hazardous waste disposal operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment						
4	Implement and maintain recording and information systems specifically relating to the inspection of hazardous waste in accordance with legislative and organisational requirements						
5	Make arrangements to prevent the escape of hazardous wastes or the outputs and residues of disposal from the site and to deal with bird, insect and vermin nuisance at the site						
6	Maintain the quality of the organisation's work by ensuring that all procedures for hazardous waste disposal to land are adhered to						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Control work activities for the disposal of hazardous waste to land							
1	Take action to rectify any staff shortages, equipment deficiencies or external causes that prevent the disposal of hazardous wastes to land						
2	Seek expert advice to resolve situations which are outside the responsibility of the job role						
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures						
4	Make arrangements for the temporary storage or diversion of hazardous wastes when weather conditions or emergencies prevent it being disposed of to land or transferred off site.						
5	Ensure that staff understand the procedures relating to the disposal of hazardous wastes to land and implement them in full compliance with legislative and organisational requirements						

6	Maintain safe systems of work and put in place precautions to eliminate or reduce the risk from hazards						
7	Ensure that staff have the resources and skills needed to carry out the operating procedures safely						
8	Identify potential hazards and take steps to reduce risks to personnel and the environment related to hazardous wastes which are difficult to handle, may contain disguised materials or unacceptable components, are unauthorised, or likely to present unexpected health problems						
9	Monitor staff activity on disposal operations to ensure they enhance or maintain the quality of the organisation's work						
10	Ensure that the hazardous waste disposed of to land is left secure at the end of each working day in accordance with legislative and organisational procedures						
11	Implement a programme of training for staff to ensure all processes can be carried out safely by suitably trained staff.						
Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use, record and communicate data and information							
12	Take action to rectify any staff shortages, equipment deficiencies or external causes that prevent the disposal of hazardous wastes to land						
13	Seek expert advice to resolve situations which are outside the responsibility of the job role						
14	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures						
15	Make arrangements for the temporary storage or diversion of hazardous wastes when weather conditions or emergencies prevent it being disposed of to land or transferred off site.						
Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)						
Resolve problems which arise during and resulting from site operations for the disposal of hazardous waste to land								
1	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the treatment of non-hazardous wastes							
2	Seek advice to resolve situations which are outside the responsibility of the job role							
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures							
4	Make arrangements for treatment or disposal for any batches of material that fail to meet the quality standards required for non-hazardous waste treatment process							
		Type of evidence →						

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for managing site operations for the treatment of non-hazardous waste		
You must be able to describe appropriately:		PRN
1	Describe appropriately the technical skills needed for the non-hazardous waste treatment operations carried out on the site	
2	Describe appropriately the specific legislative requirements and guidance applicable to the treatment of non-hazardous waste at the site	
3	Describe appropriately planning permission and the organisation's working plan for the site	

4	Describe appropriately the waste inspection and identification procedures and the handling requirements for the types of non-hazardous waste received on the site	
5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site treating non-hazardous wastes	
6	Describe appropriately the storage and handling implications for the non-hazardous waste types handled on the site	
7	Describe appropriately the lifting and handling techniques that are suitable for the non-hazardous wastes that are being treated on the site	
8	Describe appropriately the on site procedures for the management of storage of the outputs from non-hazardous waste treatment processes	
9	Describe appropriately the records required by legislation and by company procedures in relation to the treatment of non-hazardous waste	
10	Describe appropriately the procedures for dealing with spillages	
11	Describe appropriately the organisational procedures for non-hazardous waste treatment operations and the supply and use of the resources required	
12	Describe appropriately the procedures and documentation required for treatment of non-hazardous waste to specific standards	
13	Describe appropriately the Control of Substances Non-hazardous to Health (COSHH) assessment data for all hazardous substances received , handled and used on the site	
14	Describe appropriately the procedures for dealing with non-hazardous waste, out of specification non-hazardous waste and any other residues from the process	
15	Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit	
16	Determine the types, functions and limitations of non-hazardous waste handling equipment available for use on the site	
17	Determine how to use risk assessment and the identification of potential work related hazards and difficulties	
18	Determine the potential hazards to safety, health and the environment arising from the treatment of non-hazardous wastes	
19	Determine how to interpret process documentation and verify that the information is accurate and relates to the non-hazardous waste treatment process	
20	Determine how to communicate operational instructions orally and in writing	
21	Determine the importance of ensuring people's understanding of operational instructions and how to do this	

Performance evidence required		Portfolio Ref Number (PRN)					
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions						
		Type of evidence →					

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

Level:	4
Credit value:	9
Recommended GLH:	55

Unit aim

This unit is about managing the procedures for receiving hazardous waste on a single waste stream site and controlling its reception, inspection and validation.

Learning outcomes

1. Manage the reception of hazardous waste on a single waste stream site
2. Use and communicate data and information
3. Resolve problems which arise from managing the reception of hazardous waste on a single waste stream site
4. Understand the underpinning regulations, procedures and requirements for managing waste operations
5. Understand the specific regulation procedures and requirements for the reception of hazardous waste on a single waste stream site
6. Work in a manner which underpins effective performance

Assessment

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

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

Unit 429

Manage the reception of hazardous waste on a single waste stream site

Performance evidence required		Portfolio Ref Number (PRN)					
Manage the reception of hazardous waste on a single waste stream site							
1	Implement systems and procedures for the reception and validation of hazardous wastes in accordance with legislative and organisational requirements						
2	Implement and manage systems and procedures that comply with legislative requirements to deal with hazardous wastes that require specific handling and for the rejection of unauthorised hazardous wastes						
3	Establish systems to control the movement of vehicles entering, moving around and leaving the site						
4	Identify hazards and minimise risks to health, safety, and the environment arising from the reception, inspection and validation of hazardous wastes						
5	Ensure that staff implement procedures and comply with the legislative requirements						
6	Ensure all procedures for the reception of hazardous wastes enhance or maintain the quality of the organisation's work						
7	Implement security arrangements to prevent the unauthorised delivery and removal of hazardous wastes on the site.						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use, record and communicate data and information							
1	Give clear instructions to customers and site staff about the procedures for receiving and validating hazardous waste						
2	Maintain records and information systems relating to the reception, inspection and validation of hazardous wastes that are complete, accurate, up-to-date and meet legislative requirements						
		Type of evidence →					

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

Performance evidence required	Portfolio Ref Number (PRN)								
Resolve problems which arise from managing the reception of hazardous waste on a single waste stream site									
1	Seek expert advice to resolve situations which are outside the responsibility of the job role								
2	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the reception of hazardous wastes								
3	Notify customers and regulatory authorities of any breaches of the legislative requirements caused by the reception of unacceptable hazardous waste								
4	Advise senior managers of any breaches of security or other situations which require their attention.								
Type of evidence →									

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for the reception of hazardous waste on a single waste stream site

You must be able to describe appropriately:		PRN
1	Describe appropriately the specific legislative requirements and guidance applicable to the reception of hazardous waste onto the site	
2	Describe appropriately the planning permission permit and the organisation's working plan for the site	
3	Describe appropriately the waste inspection, and identification procedures and the handling requirements for the types of hazardous waste received on the site	
4	Describe appropriately the uses, purposes and processing requirements for documents relating to the reception and validation of hazardous waste on the site	
5	Describe appropriately the records required by legislation and by company procedures relating to the reception, inspection and validation of hazardous wastes	
6	Describe appropriately the procedures relating to hazardous waste delivered to, and removed from the site	
7	Determine the potential hazards to health, safety, and the environment arising from the reception of hazardous waste	
8	Determine the organisational environmental policy and the risks to the environment and human health resulting from, the reception, inspection and validation of hazardous wastes.	

Performance evidence required	Portfolio Ref Number (PRN)						
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions						
		Type of evidence →					

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

Level:	4
Credit value:	13
Recommended GLH:	63

Unit aim

This unit is about managing the procedures and processes necessary for the disposal of non-hazardous waste onto or into land.

Learning outcomes

1. Manage operations for the disposal of hazardous waste to land
2. Control work activities for the disposal of hazardous waste to land
3. Use, record and communicate data and information
4. Resolve problems which arise during and resulting from site operations for the disposal of hazardous waste to land
5. Understand the regulation procedures and requirements for managing site operations for the disposal of non-hazardous waste to landfill sites
6. Understand the specific regulation procedures and requirements for managing site operations for the disposal of non-hazardous waste to landfill sites
7. Work in a manner which underpins effective performance

Assessment

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

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

Unit 430

Manage site operations for the disposal of non-hazardous waste to landfill sites

Performance evidence required		Portfolio Ref Number (PRN)					
Manage operations for the disposal of non-hazardous waste to land							
1	Implement systems and procedures for non-hazardous waste disposal operations in accordance with legislative and organisational requirements						
2	Make arrangements for an adequate supply of materials, equipment and information needed to carry out the disposal operations on the site						
3	Identify hazards and minimise risks to health, safety and the environment from non-hazardous waste disposal operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment						
4	Implement and maintain recording and information systems specifically relating to the inspection of non-hazardous waste in accordance with legislative and organisational requirements						
5	Make arrangements to prevent the escape of non-hazardous wastes or the outputs and residues of disposal from the site and to deal with bird, insect and vermin nuisance at the site						
6	Maintain the quality of the organisation's work by ensuring that all procedures for non-hazardous waste disposal to land are adhered to						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Control work activities for the disposal of non-hazardous waste to land							
1	Establish and oversee programmes of work which meet the legislative and organisational requirements required for disposal operations						
2	Implement site operating procedures that fully comply with health & safety and environmental protection requirements						
3	Monitor and maintain systems to ensure there are sufficient people - with the correct mix of expertise - available at the work site						
4	Ensure that staff have received recognised training before using any machinery, plant or equipment						
5	Ensure that staff understand the procedures relating to the disposal of non-hazardous wastes to land and implement them in full compliance with legislative and organisational requirements						

6	Maintain safe systems of work and put in place precautions to eliminate or reduce the risk from hazards								
7	Ensure that staff have the resources and skills needed to carry out the operating procedures safely								
8	Identify potential hazards and take steps to reduce risks to personnel and the environment related to non-hazardous wastes which are difficult to handle, may contain disguised materials or unacceptable components, are unauthorised, or likely to present unexpected health problems								
9	Monitor staff activity on disposal operations to ensure they enhance or maintain the quality of the organisation's work								
10	Ensure that the non-hazardous waste disposed of to land is left secure at the end of each working day in accordance with legislative and organisational procedures								
11	Implement a programme of training for staff to ensure all processes can be carried out safely by suitably trained staff.								
Type of evidence →									

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use, record and communicate data and information									
1	Make sure the programme of work and operational instructions relating to the disposal operations contain all the information needed for site personnel to carry out the process in line with organisational procedures								
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given								
3	Keep accurate records of site conditions and non-hazardous wastes disposed of to land in accordance with legislative and organisational requirements								
4	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention								
5	Maintain a record of training for all staff employed on disposal operations on the site								
Type of evidence →									

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise during and resulting from site operations for the disposal of non-hazardous waste to land									
1	Take action to rectify any staff shortages, equipment deficiencies or external causes that prevent the disposal of non-hazardous wastes to land								
2	Seek expert advice to resolve situations which are outside the responsibility of the job role								

3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures						
4	Make arrangements for the temporary storage or diversion of non-hazardous wastes when weather conditions or emergencies prevent it being disposed of to land or transferred off site						
Type of evidence →							

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

Understand the regulation procedures and requirements for managing site operations for the disposal of non-hazardous waste to landfill sites

You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment for non-hazardous waste management activities	
2	Describe appropriately waste management legislation and guidance that is applicable to non-hazardous waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately the organisational environmental policy and procedures applicable to the site	
7	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	

Understand the specific regulation procedures and requirements for managing site operations for the disposal of non-hazardous waste to landfill sites

You must be able to describe appropriately:		PRN
1	Describe appropriately the technical skills needed for the disposal operations carried out on the site	
2	Describe appropriately the specific legislative requirements and guidance applicable to the disposal of non-hazardous waste to land at the site	
3	Describe appropriately planning permission and the organisation's working plan for the site	
4	Describe appropriately the waste inspection and identification procedures and the handling requirements for the types of non-hazardous waste received on the site	
5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for the disposal of non-hazardous wastes to land	
6	Describe appropriately the lifting and handling techniques that are suitable for the non-hazardous wastes that are being disposed of at the site	
7	Describe appropriately the onsite procedures for securing non-hazardous wastes disposed of to land on a daily basis	

8	Describe appropriately the records required by legislation and by company procedures in relation to the disposal of non-hazardous waste to land	
9	Describe appropriately the procedures for dealing with spillages and preventing the escape of non-hazardous wastes and products of non-hazardous waste disposal to land	
10	Describe appropriately the organisational procedures for disposal operations and the supply and use of the resources required	
11	Describe appropriately the procedures and documentation required for disposing of non-hazardous waste to land and the monitoring requirements for the site	
12	Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances used on the site	
13	Describe appropriately the procedures for dealing with non-hazardous waste, out of specification non-hazardous waste and any other rejects from the process	
14	Determine the importance of ensuring people's understanding of operational instructions and how to do this	
15	Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit	
16	Determine the storage and handling implications for the non-hazardous waste types handled on the site	
17	Determine the types, functions and limitations of non-hazardous waste handling equipment available for use on the site	
18	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
19	Determine the potential hazards to safety, health and the environment arising from the disposal of non-hazardous wastes to land	
20	Determine the options and methods for dealing with bird, vermin and insect nuisances	
21	Determine how to interpret process documentation and verify that the information is accurate and relates to the non-hazardous waste disposal process	
22	Determine how to communicate operational instructions orally and in writing	

Performance evidence required		Portfolio Ref Number (PRN)					
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions						
		Type of evidence →					

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

Unit 431

Develop schemes for the restoration and aftercare of non-hazardous waste landfill sites

Level:	4
Credit value:	1
Recommended GLH:	121

Unit aim

This unit is about developing schemes for the progressive or total restoration of a non-hazardous waste landfill site and the aftercare of the restored site.

Learning outcomes

1. Prepare restoration schemes for non-hazardous waste landfill sites
2. Determine the preparation needed for aftercare on non-hazardous waste landfill sites
3. Use and communicate data and information
4. Resolve problems which arise from developing schemes for the restoration and aftercare of non-hazardous waste landfill sites
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Understand the specific regulation procedures and requirements for developing schemes for the restoration and aftercare of non-hazardous waste landfill sites
7. Work in a manner which underpins effective performance

Assessment

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

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

Unit 431

Develop schemes for the restoration and aftercare of non-hazardous waste landfill sites

Performance evidence required	Portfolio Ref Number (PRN)								
Prepare restoration schemes for non-hazardous waste landfill sites									
1	Prepare the restoration scheme to meet the legislative and organisational requirements for progressive or final restoration of the site								
2	Specify the engineering resources required by the scheme for restoration of the site								
3	Specify the materials required for restoration operations identified in the scheme								
4	Implement procedures to be used for restoration operations that comply with legislative requirements								
5	Check that consultations on the proposed aftercare scheme are carried out with key stakeholders and recorded								
6	Develop and implement procedures to ensure that accurate records of the restoration scheme are kept to ensure compliance with legislative requirements.								
Type of evidence →									

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

Performance evidence required	Portfolio Ref Number (PRN)								
Determine the preparation needed for aftercare on non-hazardous waste landfill sites									
1	Develop and implement procedures to record and maintain site operating activities that comply with legislative requirements								
2	Check that proposals for pre-closure site operations meet with the requirements for restoration, aftercare and the intended use of the site								
3	Develop the programme of work and operational instructions relating to the aftercare scheme that contain all the information needed for site staff to carry out the process in accordance with organisational procedures								
4	Develop and implement effective procedures to ensure site closure complies with legislative and organisational aftercare requirements								
5	Check that consultations on the proposed aftercare scheme are carried out with key stakeholders and recorded								
6	Develop and implement procedures to ensure that accurate records of the restoration scheme are kept to ensure compliance with legislative requirements.								
Type of evidence →									

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use and communicate data and information							
1	Communicate the final details of the aftercare scheme to key stakeholders and all operational staff						
2	Check that the programme of work and operational instructions relating to restoration and aftercare contain all the information needed for site staff to carry out the process in line with organisational procedures						
3	Communicate the programme of work and operational instructions to all site staff in ways which suit the types of information being given						
4	Keep accurate records of restoration and aftercare activity in accordance with legislative and organisational requirements						
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention						
6	Maintain a record of training for all staff employed on all operations to prepare the site for aftercare.						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Resolve problems which arise from developing schemes for the restoration and aftercare of non-hazardous waste landfill sites							
1	Take steps to deal with any circumstances that fail to comply with legislative requirements						
2	Refer issues beyond the job role responsibility or expertise to staff with the correct level of authority						
3	Resolve any problems which may affect the development of schemes for the restoration and aftercare of the non-hazardous waste landfill site						
4	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the site being prepared for aftercare						
5	Make arrangements for the temporary diversion of resources when weather conditions or emergencies prevent the preparation for aftercare activities from continuing.						
		Type of evidence →					

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

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site.	

Understand the specific regulation procedures and requirements for developing schemes for the restoration and aftercare of non-hazardous waste landfill sites

You must be able to describe appropriately:		PRN
1	Describe appropriately the site procedures for the proper management control of work activities	
2	Describe appropriately the organisational procedures and requirements for restoration operations and the supply and use of the materials required	
3	Describe appropriately the specific legislative requirements and guidance applicable to the aftercare of sites for the disposal of non-hazardous waste to land	
4	Describe appropriately planning permission and the organisation's working plan for the site	
5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for preparing it for aftercare	
6	Describe appropriately the on site procedures for securing non-hazardous wastes disposed of to land on a permanent basis	
7	Describe appropriately the records required by legislation and by company procedures in relation to the aftercare of sites used for the disposal of non-hazardous waste to land	
8	Describe appropriately the procedures for dealing with spillages and preventing the escape of non-hazardous wastes and products of non-hazardous waste disposal to land	
9	Describe appropriately the organisational procedures for aftercare operations and the supply and use of the resources required	
10	Describe appropriately the procedures and documentation required for aftercare activities and the monitoring requirements for the site	
11	Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances used on the site	

12	Determine the key stakeholders that require involvement in this scheme	
13	Determine the site hydro geological conditions	
14	Determine the controls and management needed for environmental protection systems on the site	
15	Determine the technical skills needed for preparing the site for aftercare operations carried out on the site	
16	Determine how to check that relevant staff has the required skills and what to do in response to a perceived skills deficit	
17	Determine the storage and handling implications for the non-hazardous waste types handled on the site	
18	Determine the types, functions and limitations of non-hazardous waste handling equipment available for use on the site	
19	Determine the lifting and handling techniques that are suitable for the materials being used to prepare the site for aftercare	
20	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
21	Determine the potential hazards to safety, health and the environment arising from the disposal of non-hazardous wastes to land	
22	Determine the options and methods for dealing with bird, vermin and insect nuisances	
23	Determine how to interpret process documentation and verify that the information is accurate and relates to the aftercare process	
24	Determine how to communicate operational instructions orally and in writing	
25	Determine the importance of checking people's understanding of operational instructions and how to do this.	

Performance evidence required		Portfolio Ref Number (PRN)							
Work in a manner which underpins effective performance									
1	Be assertive in making decisions								
2	Pursue accountability of staff for delegated responsibilities								
3	Reflect critically on personal achievements to inform future actions								
		Type of evidence →							

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

Unit 432

Manage site operations for the disposal of non-hazardous waste to landfill on a single waste stream site

Level:	4
Credit value:	11
Recommended GLH:	58

Unit aim

This unit is about managing the procedures and processes necessary for the disposal of non-hazardous waste onto or into land.

Learning outcomes

1. Manage operations for the disposal of non-hazardous waste to land
2. Control work activities for the disposal of hazardous waste to land
3. Use, record and communicate data and information
4. Resolve problems which arise during and resulting from site operations for the disposal of non-hazardous waste to land
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Understand the specific regulation procedures and requirements for managing site operations for the disposal of non-hazardous waste to landfill on a single waste stream site
7. Work in a manner which underpins effective performance

Assessment

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

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

Unit 432

Manage site operations for the disposal of non-hazardous waste to landfill on a single waste stream site

Performance evidence required	Portfolio Ref Number (PRN)							
Manage operations for the disposal of non-hazardous waste to land								
1	Implement systems and procedures for non-hazardous waste disposal operations in accordance with legislative and organisational requirements							
2	Make arrangements for an adequate supply of materials, equipment and information needed to carry out the disposal operations on the site							
3	Identify hazards and minimise risks to health, safety and the environment from non-hazardous waste disposal operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment							
4	Implement and maintain recording and information systems specifically relating to the inspection of non-hazardous waste in accordance with legislative and organisational requirements							
5	Make arrangements to prevent the escape of non-hazardous wastes or the outputs and residues of disposal from the site and to deal with bird, insect and vermin nuisance at the site							
6	Maintain the quality of the organisation's work by ensuring that all procedures for non-hazardous waste disposal to land are adhered to							
Type of evidence →								

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

Performance evidence required	Portfolio Ref Number (PRN)							
Control work activities for the disposal of non-hazardous waste to land								
1	Establish and oversee programmes of work which meet the legislative and organisational requirements required for disposal operations							
2	Implement site operating procedures that fully comply with health & safety and environmental protection requirements							
3	Monitor and maintain systems to ensure there are sufficient people - with the correct mix of expertise - available at the work site							
4	Ensure that staff have received recognised training before using any machinery, plant or equipment							
5	Ensure that staff understand the procedures relating to the disposal of non-hazardous wastes to land and implement them in full compliance with legislative and organisational requirements							

6	Maintain safe systems of work and put in place precautions to eliminate or reduce the risk from hazards								
7	Ensure that staff have the resources and skills needed to carry out the operating procedures safely								
8	Identify potential hazards and take steps to reduce risks to personnel and the environment related to non-hazardous wastes which are difficult to handle, may contain disguised materials or unacceptable components, are unauthorised, or likely to present unexpected health problems								
9	Monitor staff activity on disposal operations to ensure they enhance or maintain the quality of the organisation's work								
10	Ensure that the non-hazardous waste disposed of to land is left secure at the end of each working day in accordance with legislative and organisational procedures								
11	Implement a programme of training for staff to ensure all processes can be carried out safely by suitably trained staff.								
Type of evidence →									

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use, record and communicate data and information									
1	Make sure the programme of work and operational instructions relating to the disposal operations contain all the information needed for site personnel to carry out the process in line with organisational procedures								
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given								
3	Keep accurate records of site conditions and non-hazardous wastes disposed of to land in accordance with legislative and organisational requirements								
4	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention								
5	Maintain a record of training for all staff employed on disposal operations on the site.								
Type of evidence →									

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise during and resulting from site operations for the disposal of non-hazardous waste to land									
1	Take action to rectify any staff shortages, equipment deficiencies or external causes that prevent the disposal of non-hazardous wastes to land								
2	Seek expert advice to resolve situations which are outside the responsibility of the job role								

3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures						
4	Make arrangements for the temporary storage or diversion of non-hazardous wastes when weather conditions or emergencies prevent it being disposed of to land or transferred off site.						
Type of evidence →							

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

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site.	

Understand the specific regulation procedures and requirements for managing site operations for the disposal of non-hazardous waste to landfill on a single waste stream site

You must be able to describe appropriately:		PRN
1	Describe appropriately the technical skills needed for the disposal operations carried out on the site	
2	Describe appropriately the specific legislative requirements and guidance applicable to the disposal of non-hazardous waste to land at the site	
3	Describe appropriately planning permission and the organisation's working plan for the site	
4	Describe appropriately the waste inspection and identification procedures and the handling requirements for the types of non-hazardous waste received on the site	
5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for the disposal of non-hazardous wastes to land	
6	Describe appropriately the lifting and handling techniques that are suitable for the non-hazardous wastes that are being disposed of at the site	
7	Describe appropriately the onsite procedures for securing non-hazardous wastes disposed of to land on a daily basis	

8	Describe appropriately the records required by legislation and by company procedures in relation to the disposal of non-hazardous waste to land	
9	Describe appropriately the procedures for dealing with spillages and preventing the escape of non-hazardous wastes and products of non-hazardous waste disposal to land	
10	Describe appropriately the organisational procedures for disposal operations and the supply and use of the resources required	
11	Describe appropriately the procedures and documentation required for disposing of non-hazardous waste to land and the monitoring requirements for the site	
12	Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances used on the site	
13	Describe appropriately the procedures for dealing with non-hazardous waste, out of specification non-hazardous waste and any other rejects from the process	
14	Determine the importance of ensuring people's understanding of operational instructions and how to do this	
15	Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit	
16	Determine the storage and handling implications for the non-hazardous waste types handled on the site	
17	Determine the types, functions and limitations of non-hazardous waste handling equipment available for use on the site	
18	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
19	Determine the potential hazards to safety, health and the environment arising from the disposal of non-hazardous wastes to land	
20	Determine the options and methods for dealing with bird, vermin and insect nuisances	
21	Determine how to interpret process documentation and verify that the information is accurate and relates to the non-hazardous waste disposal process	
22	Determine how to communicate operational instructions orally and in writing	

Performance evidence required		Portfolio Ref Number (PRN)					
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions						
		Type of evidence →					

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

Unit 433

Manage site operations for the disposal of inert waste to landfill sites

Level:	4
Credit value:	11
Recommended GLH:	57

Unit aim

This unit is about managing the procedures and processes necessary for the disposal of inert waste onto or into land.

Learning outcomes

1. Manage operations for the disposal of inert waste to land
2. Control work activities for the disposal of inert waste to land
3. Use, record and communicate data and information
4. Resolve problems which arise during and resulting from site operations for the disposal of inert waste to land
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Understand the specific regulation procedures and requirements for managing site operations for the disposal of inert waste to landfill sites
7. Work in a manner which underpins effective performance

Assessment

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

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

Unit 433

Manage site operations for the disposal of inert waste to landfill sites

Performance evidence required		Portfolio Ref Number (PRN)					
Manage operations for the disposal of inert waste to land							
1	Implement systems and procedures for inert waste disposal operations in accordance with legislative and organisational requirements						
2	Make arrangements for an adequate supply of materials, equipment and information needed to carry out the disposal operations on the site						
3	Identify hazards and minimise risks to health, safety and the environment from inert waste disposal operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment						
4	Implement and maintain recording and information systems specifically relating to the inspection of inert waste in accordance with legislative and organisational requirements						
5	Make arrangements to prevent the escape of inert wastes or the outputs and residues of disposal from the site and to deal with bird, insect and vermin nuisance at the site						
6	Maintain the quality of the organisation's work by ensuring that all procedures for inert waste disposal to land are adhered to.						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Control work activities for the disposal of inert waste to land							
1	Establish and oversee programmes of work which meet the legislative and organisational requirements required for disposal operations						
2	Implement site operating procedures that fully comply with health & safety and environmental protection requirements						
3	Monitor and maintain systems to ensure there are sufficient people - with the correct mix of expertise - available at the work site						
4	Ensure that staff have received recognised training before using any machinery, plant or equipment						
5	Ensure that staff understand the procedures relating to the disposal of inert wastes to land and implement them in full compliance with legislative and organisational requirements						
6	Maintain safe systems of work and put in place precautions to eliminate or reduce the risk from hazards						

7	Ensure that staff have the resources and skills needed to carry out the operating procedures safely						
8	Identify potential hazards and take steps to reduce risks to personnel and the environment related to inert wastes which are difficult to handle, may contain disguised materials or unacceptable components, are unauthorised, or likely to present unexpected health problems						
9	Monitor staff activity on disposal operations to ensure they enhance or maintain the quality of the organisation's work						
10	Ensure that the inert waste disposed of to land is left secure at the end of each working day in accordance with legislative and organisational procedures						
11	Implement a programme of training for staff to ensure all processes can be carried out safely by suitably trained staff.						
Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use, record and communicate data and information							
1	Make sure the programme of work and operational instructions relating to the disposal operations contain all the information needed for site personnel to carry out the process in line with organisational procedures						
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given						
3	Keep accurate records of site conditions and inert wastes disposed of to land in accordance with legislative and organisational requirements						
4	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention						
5	Maintain a record of training for all staff employed on disposal operations on the site						
Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise during and resulting from site operations for the disposal of inert waste to land									
1	Take action to rectify any staff shortages, equipment deficiencies or external causes that prevent the disposal of inert wastes to land								
2	Seek expert advice to resolve situations which are outside the responsibility of the job role								
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures								
4	Make arrangements for the temporary storage or diversion of inert wastes when weather conditions or emergencies prevent it being disposed of to land or transferred off site								
		Type of evidence →							

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site.	

Understand the specific regulation procedures and requirements for managing site operations for the disposal of inert waste to landfill sites		
You must be able to describe appropriately:		PRN
1	Describe appropriately the technical skills needed for the disposal operations carried out on the site	
2	Describe appropriately the specific legislative requirements and guidance applicable to the disposal of inert waste to land at the site	
3	Describe appropriately planning permission and the organisation's working plan for the site	
4	Describe appropriately the waste inspection and identification procedures and the handling requirements for the types of inert waste received on the site	

5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for the disposal of inert wastes to land	
6	Describe appropriately the lifting and handling techniques that are suitable for the inert wastes that are being disposed of at the site	
7	Describe appropriately the onsite procedures for securing inert wastes disposed of to land on a daily basis	
8	Describe appropriately the records required by legislation and by company procedures in relation to the disposal of inert waste to land	
9	Describe appropriately the procedures for dealing with spillages and preventing the escape of inert wastes and products of inert waste disposal to land	
10	Describe appropriately the organisational procedures for disposal operations and the supply and use of the resources required	
11	Describe appropriately the procedures and documentation required for disposing of inert waste to land and the monitoring requirements for the site	
12	Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances used on the site	
13	Describe appropriately the procedures for dealing with inert waste, out of specification inert waste and any other rejects from the process	
14	Determine the importance of ensuring people's understanding of operational instructions and how to do this	
15	Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit	
16	Determine the storage and handling implications for the inert waste types handled on the site	
17	Determine the types, functions and limitations of inert waste handling equipment available for use on the site	
18	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
19	Determine the potential hazards to safety, health and the environment arising from the disposal of inert wastes to land	
20	Determine the options and methods for dealing with bird, vermin and insect nuisances	
21	Determine how to interpret process documentation and verify that the information is accurate and relates to the inert waste disposal process	
22	Determine how to communicate operational instructions orally and in writing	

Performance evidence required		Portfolio Ref Number (PRN)					
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions.						
		Type of evidence →					

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

Unit 434

Manage the reception of inert waste on a single waste stream site

Level:	4
Credit value:	8
Recommended GLH:	50

Unit aim

This unit is about managing the procedures for receiving inert waste on a single waste stream site and controlling its reception, inspection and validation.

Learning outcomes

1. Manage the reception of inert waste on a single waste stream site
2. Use and communicate data and information
3. Resolve problems which arise from managing the reception of inert waste on a single waste stream site
4. Understand the underpinning regulations, procedures and requirements for managing waste operations
5. Understand the specific regulation procedures and requirements for the reception of inert waste on a single waste stream site
6. Work in a manner which underpins effective performance

Assessment

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

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

Unit 434

Manage the reception of inert waste on a single waste stream site

Performance evidence required		Portfolio Ref Number (PRN)					
Manage the reception of inert waste on a single waste stream site							
1	Implement systems and procedures for the reception and validation of inert wastes in accordance with legislative and organisational requirements						
2	Implement and manage systems and procedures that comply with legislative requirements to deal with inert wastes that require specific handling and for the rejection of unauthorised inert wastes						
3	Establish systems to control the movement of vehicles entering, moving around and leaving the site						
4	Identify hazards and minimise risks to health, safety, and the environment arising from the reception, inspection and validation of inert wastes						
5	Ensure that staff implement procedures and comply with the legislative requirements						
6	Ensure all procedures for the reception of inert wastes enhance or maintain the quality of the organisation's work						
7	Implement security arrangements to prevent the unauthorised delivery and removal of inert wastes on the site.						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use and communicate data and information							
1	Give clear instructions to customers and site staff about the procedures for receiving and validating inert waste						
2	Maintain records and information systems relating to the reception, inspection and validation of inert wastes that are complete, accurate, up-to-date and meet legislative requirements.						
		Type of evidence →					

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

Performance evidence required	Portfolio Ref Number (PRN)								
Resolve problems which arise from managing the reception of inert waste on a single waste stream site									
1	Seek expert advice to resolve situations which are outside the responsibility of the job role								
2	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the reception of inert wastes								
3	Notify customers and regulatory authorities of any breaches of the legislative requirements caused by the reception of unacceptable inert waste								
4	Advise senior managers of any breaches of security or other situations which require their attention.								
Type of evidence →									

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site.	

Understand the specific regulation procedures and requirements for the reception of inert waste on a single waste stream site

You must be able to describe appropriately:		PRN
1	Describe appropriately the specific legislative requirements and guidance applicable to the reception of inert waste onto the site	
2	Describe appropriately the planning permission permit and the organisation's working plan for the site	
3	Describe appropriately the waste inspection, and identification procedures and the handling requirements for the types of inert waste received on the site	
4	Describe appropriately the uses, purposes and processing requirements for documents relating to the reception and validation of inert waste on the site	
5	Describe appropriately the records required by legislation and by company procedures relating to the reception, inspection and validation of inert wastes	
6	Describe appropriately the procedures relating to inert waste delivered to, and removed from the site	
7	Determine the potential hazards to health, safety, and the environment arising from the reception of inert waste	
8	Determine the organisational environmental policy and the risks to the environment and human health resulting from, the reception, inspection and validation of inert wastes.	

Performance evidence required	Portfolio Ref Number (PRN)								
Work in a manner which underpins effective performance									
1	Be assertive in making decisions								
2	Pursue accountability of staff for delegated responsibilities								
3	Reflect critically on personal achievements to inform future actions								
Type of evidence →									

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

Unit 435

Manage site operations for the disposal of inert waste to landfill on a single waste stream site

Level:	4
Credit value:	11
Recommended GLH:	60

Unit aim

This unit is about managing the procedures and processes necessary for the disposal of inert waste onto or into land.

Learning outcomes

1. Manage operations for the disposal of inert waste to land
2. Control work activities for the disposal of inert waste to land
3. Use, record and communicate data and information
4. Resolve problems which arise during and resulting from site operations for the disposal of inert waste to land
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Understand the specific regulation procedures and requirements for managing site operations for the disposal of inert waste to landfill on a single waste stream site
7. Work in a manner which underpins effective performance

Assessment

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

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

Unit 435

Manage site operations for the disposal of inert waste to landfill on a single waste stream site

Performance evidence required	Portfolio Ref Number (PRN)							
Manage operations for the disposal of inert waste to land								
1	Implement systems and procedures for inert waste disposal operations in accordance with legislative and organisational requirements							
2	Make arrangements for an adequate supply of materials, equipment and information needed to carry out the disposal operations on the site							
3	Identify hazards and minimise risks to health, safety and the environment from inert waste disposal operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment							
4	Implement and maintain recording and information systems specifically relating to the inspection of inert waste in accordance with legislative and organisational requirements							
5	Make arrangements to prevent the escape of inert wastes or the outputs and residues of disposal from the site and to deal with bird, insect and vermin nuisance at the site							
6	Maintain the quality of the organisation's work by ensuring that all procedures for inert waste disposal to land are adhered to							
Type of evidence →								

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

Performance evidence required	Portfolio Ref Number (PRN)							
Control work activities for the disposal of inert waste to land								
1	Establish and oversee programmes of work which meet the legislative and organisational requirements required for disposal operations							
2	Implement site operating procedures that fully comply with health & safety and environmental protection requirements							
3	Monitor and maintain systems to ensure there are sufficient people - with the correct mix of expertise - available at the work site							
4	Ensure that staff have received recognised training before using any machinery, plant or equipment							
5	Ensure that staff understand the procedures relating to the disposal of inert wastes to land and implement them in full compliance with legislative and organisational requirements							

6	Maintain safe systems of work and put in place precautions to eliminate or reduce the risk from hazards								
7	Ensure that staff have the resources and skills needed to carry out the operating procedures safely								
8	Identify potential hazards and take steps to reduce risks to personnel and the environment related to inert wastes which are difficult to handle, may contain disguised materials or unacceptable components, are unauthorised, or likely to present unexpected health problems								
9	Monitor staff activity on disposal operations to ensure they enhance or maintain the quality of the organisation's work								
10	Ensure that the inert waste disposed of to land is left secure at the end of each working day in accordance with legislative and organisational procedures								
11	Implement a programme of training for staff to ensure all processes can be carried out safely by suitably trained staff.								
Type of evidence →									

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use, record and communicate data and information									
1	Make sure the programme of work and operational instructions relating to the disposal operations contain all the information needed for site personnel to carry out the process in line with organisational procedures								
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given								
3	Keep accurate records of site conditions and inert wastes disposed of to land in accordance with legislative and organisational requirements								
4	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention								
5	Maintain a record of training for all staff employed on disposal operations on the site.								
Type of evidence →									

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise during and resulting from site operations for the disposal of inert waste to land									
1	Take action to rectify any staff shortages, equipment deficiencies or external causes that prevent the disposal of inert wastes to land								
2	Seek expert advice to resolve situations which are outside the responsibility of the job role								

3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures						
4	Make arrangements for the temporary storage or diversion of inert wastes when weather conditions or emergencies prevent it being disposed of to land or transferred off site						
Type of evidence →							

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

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for managing site operations for the disposal of inert waste to landfill on a single waste stream site

You must be able to describe appropriately:		PRN
1	Describe appropriately the technical skills needed for the disposal operations carried out on the site	
2	Describe appropriately the specific legislative requirements and guidance applicable to the disposal of inert waste to land at the site	
3	Describe appropriately planning permission and the organisation's working plan for the site	
4	Describe appropriately the waste inspection and identification procedures and the handling requirements for the types of inert waste received on the site	
5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for the disposal of inert wastes to land	
6	Describe appropriately the lifting and handling techniques that are suitable for the inert wastes that are being disposed of at the site	
7	Describe appropriately the onsite procedures for securing inert wastes disposed of to land on a daily basis	
8	Describe appropriately the records required by legislation and by company	

	procedures in relation to the disposal of inert waste to land	
9	Describe appropriately the procedures for dealing with spillages and preventing the escape of inert wastes and products of inert waste disposal to land	
10	Describe appropriately the organisational procedures for disposal operations and the supply and use of the resources required	
11	Describe appropriately the procedures and documentation required for disposing of inert waste to land and the monitoring requirements for the site	
12	Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances used on the site	
13	Describe appropriately the procedures for dealing with inert waste, out of specification inert waste and any other rejects from the process	
14	Determine the importance of ensuring people's understanding of operational instructions and how to do this	
15	Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit	
16	Determine the storage and handling implications for the inert waste types handled on the site	
17	Determine the types, functions and limitations of inert waste handling equipment available for use on the site	
18	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
19	Determine the potential hazards to safety, health and the environment arising from the disposal of inert wastes to land	
20	Determine the options and methods for dealing with bird, vermin and insect nuisances	
21	Determine how to interpret process documentation and verify that the information is accurate and relates to the inert waste disposal process	
22	Determine how to communicate operational instructions orally and in writing.	

Performance evidence required		Portfolio Ref Number (PRN)					
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions.						
		Type of evidence →					

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

Unit 436

Manage the reception of non-hazardous waste on a single waste stream site

Level:	4
Credit value:	10
Recommended GLH:	54

Unit aim

This unit is about developing schemes for the progressive or total restoration of an inert waste landfill site and the aftercare of the restored site.

Learning outcomes

1. Prepare restoration schemes for inert waste landfill sites
2. Determine the preparation needed for aftercare on inert waste landfill sites
3. Use and communicate data and information
4. Resolve problems which arise from developing schemes for the restoration and aftercare of inert waste landfill sites

Assessment

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

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

Unit 436

Manage the reception of non-hazardous waste on a single waste stream site

Performance evidence required	Portfolio Ref Number (PRN)							
Prepare restoration schemes for inert waste landfill sites								
1	Prepare the restoration scheme to meet the legislative and organisational requirements for progressive or final restoration of the site							
2	Specify the engineering resources required by the scheme for restoration of the site							
3	Specify the materials required for restoration operations identified in the scheme							
4	Implement procedures to be used for restoration operations that comply with legislative requirements							
5	Make arrangements for consultations on the proposed restoration scheme to be carried out with key stakeholders and recorded							
6	Check that a final agreed scheme for the restoration is recorded and communicated to all key stakeholders							
Type of evidence →								

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

Performance evidence required	Portfolio Ref Number (PRN)							
Determine the preparation needed for aftercare on inert waste landfill sites								
1	Develop and implement procedures to record and maintain site operating activities that comply with legislative requirements							
2	Check that proposals for pre-closure site operations meet with the requirements for restoration, aftercare and the intended use of the site							
3	Develop the programme of work and operational instructions relating to the aftercare scheme that contain all the information needed for site staff to carry out the process in accordance with organisational procedures							
4	Develop and implement effective procedures to ensure site closure complies with legislative and organisational aftercare requirements							
5	Check that consultations on the proposed aftercare scheme are carried out with key stakeholders and recorded							
6	Develop and implement procedures to ensure that accurate records of the restoration scheme are kept to ensure compliance with legislative requirements							
Type of evidence →								

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use and communicate data and information									
1	Communicate the final details of the aftercare scheme to key stakeholders and all operational staff								
2	Check that the programme of work and operational instructions relating to restoration and aftercare contain all the information needed for site staff to carry out the process in line with organisational procedures								
3	Communicate the programme of work and operational instructions to all site staff in ways which suit the types of information being given								
4	Develop and implement effective procedures to ensure site closure complies with legislative and organisational aftercare requirements								
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention								
6	Maintain a record of training for all staff employed on all operations to prepare the site for aftercare.								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use and communicate data and information									
1	Take steps to deal with any circumstances that fail to comply with legislative requirements								
2	Refer issues beyond the job role responsibility or expertise to staff with the correct level of authority								
3	Resolve any problems which may affect the development of schemes for the restoration and aftercare of the inert waste landfill site								
4	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the site being prepared for aftercare								
5	Make arrangements for the temporary diversion of resources when weather conditions or emergencies prevent the preparation for aftercare activities from continuing.								
		Type of evidence →							

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

Unit 437

Develop schemes for the restoration and aftercare of inert waste landfill sites

Level:	4
Credit value:	14
Recommended GLH:	100

Unit aim

This unit is about developing schemes for the progressive or total restoration of an inert waste landfill site and the aftercare of the restored site.

Learning outcomes

1. Prepare restoration schemes for inert waste landfill sites
2. Determine the preparation needed for aftercare on inert waste landfill sites
3. Use and communicate data and information
4. Resolve problems which arise from developing schemes for the restoration and aftercare of inert waste landfill sites
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Understand the specific regulation procedures and requirements for developing schemes for the restoration and aftercare of inert waste landfill sites
7. Work in a manner which underpins effective performance

Assessment

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

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

Unit 437

Develop schemes for the restoration and aftercare of inert waste landfill sites

Performance evidence required	Portfolio Ref Number (PRN)								
Prepare restoration schemes for inert waste landfill sites									
1	Prepare the restoration scheme to meet the legislative and organisational requirements for progressive or final restoration of the site								
2	Specify the engineering resources required by the scheme for restoration of the site								
3	Specify the materials required for restoration operations identified in the scheme								
4	Implement procedures to be used for restoration operations that comply with legislative requirements								
5	Make arrangements for consultations on the proposed restoration scheme to be carried out with key stakeholders and recorded								
6	Check that a final agreed scheme for the restoration is recorded and communicated to all key stakeholders.								
Type of evidence →									

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

Performance evidence required	Portfolio Ref Number (PRN)								
Determine the preparation needed for aftercare on inert waste landfill sites									
1	Develop and implement procedures to record and maintain site operating activities that comply with legislative requirements								
2	Check that proposals for pre-closure site operations meet with the requirements for restoration, aftercare and the intended use of the site								
3	Develop the programme of work and operational instructions relating to the aftercare scheme that contain all the information needed for site staff to carry out the process in accordance with organisational procedures								
4	Develop and implement effective procedures to ensure site closure complies with legislative and organisational aftercare requirements								
5	Check that consultations on the proposed aftercare scheme are carried out with key stakeholders and recorded								
6	Develop and implement procedures to ensure that accurate records of the restoration scheme are kept to ensure compliance with legislative requirements.								
Type of evidence →									

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use and communicate data and information									
1	Communicate the final details of the aftercare scheme to key stakeholders and all operational staff								
2	Check that the programme of work and operational instructions relating to restoration and aftercare contain all the information needed for site staff to carry out the process in line with organisational procedures								
3	Communicate the programme of work and operational instructions to all site staff in ways which suit the types of information being given								
4	Keep accurate records of restoration and aftercare activity in accordance with legislative and organisational requirements								
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention								
6	Maintain a record of training for all staff employed on all operations to prepare the site for aftercare.								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise from developing schemes for the restoration and aftercare of inert waste landfill sites									
1	Take steps to deal with any circumstances that fail to comply with legislative requirements								
2	Refer issues beyond the job role responsibility or expertise to staff with the correct level of authority								
3	Resolve any problems which may affect the development of schemes for the restoration and aftercare of the inert waste landfill site								
4	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the site being prepared for aftercare								
5	Make arrangements for the temporary diversion of resources when weather conditions or emergencies prevent the preparation for aftercare activities from continuing.								
		Type of evidence →							

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

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for developing schemes for the restoration and aftercare of inert waste landfill sites

You must be able to describe appropriately:		PRN
1	The site procedures for the proper management control of work activities	
2	The organisational procedures and requirements for restoration operations and the supply and use of the materials required	
3	The specific legislative requirements and guidance applicable to the aftercare of sites for the disposal of inert waste to land	
4	Planning permission and the organisation's working plan for the site	
5	The operating procedures for all machinery, plant and equipment used on the site for preparing it for aftercare	
6	The on site procedures for securing inert wastes disposed of to land on a permanent basis	
7	The records required by legislation and by company procedures in relation to the aftercare of sites used for the disposal of inert waste to land	
8	The procedures for dealing with spillages and preventing the escape of inert wastes and products of inert waste disposal to land	
9	The organisational procedures for aftercare operations and the supply and use of the resources required	
10	The procedures and documentation required for aftercare activities and the monitoring requirements for the site	
11	The Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances used on the site	
	Determine:	
12	The key stakeholders that require involvement in this scheme	
13	The site hydro geological conditions	

14	The controls and management needed for environmental protection systems on the site	
15	The technical skills needed for preparing the site for aftercare operations carried out on the site	
16	How to check that relevant staff has the required skills and what to do in response to a perceived skills deficit	
17	The storage and handling implications for the inert waste types handled on the site	
18	The types, functions and limitations of inert waste handling equipment available for use on the site	
19	The lifting and handling techniques that are suitable for the materials being used to prepare the site for aftercare	
20	How to use risk assessment and the identification of potential work-related hazards and difficulties	
21	The potential hazards to safety, health and the environment arising from the disposal of inert wastes to land	
22	The options and methods for dealing with bird, vermin and insect nuisances	
23	How to interpret process documentation and verify that the information is accurate and relates to the aftercare process	
24	How to communicate operational instructions orally and in writing	
25	The importance of checking people's understanding of operational instructions and how to do this.	

Performance evidence required		Portfolio Ref Number (PRN)					
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions.						
		Type of evidence →					

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

Unit 438

Manage the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery operations

Level:	4
Credit value:	11
Recommended GLH:	60

Unit aim

This unit is about managing the transfer of outputs and safe disposal of residues arising from non-hazardous waste treatment and recovery operations

Learning outcomes

1. Manage the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery
2. Use and communicate data and information
3. Resolve problems which arise from the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery
4. Understand the underpinning regulations, procedures and requirements for managing waste operations
5. Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery operations
6. Work in a manner which underpins effective performance

Assessment

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

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

Unit 438

Manage the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery operations

Performance evidence required		Portfolio Ref Number (PRN)							
Manage the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery									
1	Implement systems and procedures for the transfer and transport of outputs and the disposal of residues from the non-hazardous waste treatment or recovery operation in accordance with legislative and organisational requirements								
2	Make arrangements for an adequate supply of resources needed to carry out the loading, transport or energy transfer operations from the site								
3	Identify hazards and minimise risks to health, safety and the environment from non-hazardous waste transfer and transport operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment								
4	Implement and maintain recording and information systems specifically relating to the transfer and transport of outputs and disposal of residues from the process carried out at the site in accordance with legislative and organisational requirements								
5	Make arrangements for the safe loading of the outputs and residues from the non-hazardous waste treatment and recovery processes								
6	Implement procedures and controls for the safe transfer of energy outputs from the non-hazardous waste treatment or recovery process								
7	Maintain the quality of the organisation's work by ensuring that all procedures and non-hazardous waste transfer and disposal processes are adhered to.								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)					
Use and communicate data and information							
1	Make sure the programme of work and operational instructions relating to the transfer and transport operations contain all the information needed for site personnel to carry out the process in line with organisational procedures						
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given						
3	Ensure that documentation is completed accurately and complies with legislation and organisational requirements						
4	Keep accurate records of all outputs and residues leaving the site in accordance with legislative and organisational requirements						
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention						
6	Maintain a record of training for all staff employed on transfer, recovery and transport operations on the site.						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Resolve problems which arise from the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery							
1	Take steps to rectify any staff or transport shortages, equipment deficiencies or external causes that prevent the transfer, transport or disposal of outputs and residues						
2	Seek advice to resolve situations which are outside the responsibility of the job role						
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures						
		Type of evidence →					

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

Understand the underpinning regulations, procedures and requirements for managing waste operations		
You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from non-hazardous waste treatment and recovery operations		
You must be able to describe appropriately:		PRN
1	The organisational procedures for the management of personnel and work activities	
2	The specific legislative requirements and guidance applicable to the transfer and transport of non-hazardous waste from the site	
3	Planning permission and the organisation's working plan for the site	
4	The quality inspection and identification procedures and the handling requirements for the types of non-hazardous waste recovered at the site	
5	The operating procedures for all machinery, plant and equipment used on the site	
6	The lifting and handling techniques suitable for the recovered non-hazardous wastes and residues that are being transported from the site	
7	The onsite procedures for the management of storage of the outputs and residues from transfer processes	
8	The records required by legislation and by company procedures in relation to the transfer and transport of recovered non-hazardous wastes and residues	
9	The procedures for dealing with spillages	
10	The organisational procedures for transport operations and the supply and use of the transport resources required	
11	The procedures and documentation required for the transport of non-hazardous waste to comply with legislative requirements and guidance	
12	The procedures for dealing with residues, out of specification recovered non-hazardous waste and any other rejects from the process	
13	The regulations for the export of energy from the site and the controls required for the export process	

14	The methods used to communicate operational instructions orally and in writing	
	Determine:	
15	The storage and handling implications for the recovered non-hazardous waste types produced on the site	
16	The types, functions and limitations of non-hazardous waste handling equipment available for use on the site	
17	How to use risk assessment and the identification of potential work-related hazards and difficulties	
18	The potential hazards to safety, health and the environment arising from the loading and transport of non-hazardous wastes	
19	How to interpret documentation and verify that the information is accurate and relates to the recovered non-hazardous wastes and residues	
20	The importance of ensuring people's understanding of operational instructions and how to check understanding.	

Performance evidence required		Portfolio Ref Number (PRN)					
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions.						
		Type of evidence →					

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

Unit 439

Manage site operations for the disposal of hazardous waste to landfill sites

Level:	4
Credit value:	22
Recommended GLH:	179

Unit aim

This unit is about managing the procedures and processes necessary for the disposal of hazardous waste onto or into land.

Learning outcomes

1. Manage operations for the disposal of hazardous waste to land
2. Control work activities for the disposal of hazardous waste to land
3. Use, record and communicate data and information
4. Resolve problems which arise during and resulting from site operations for the disposal of hazardous waste to land
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Understand the specific regulation procedures and requirements for managing site operations for the disposal of hazardous waste to landfill sites
7. Work in a manner which underpins effective performance

Assessment

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

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

Unit 439

Manage site operations for the disposal of hazardous waste to landfill sites

Performance evidence required		Portfolio Ref Number (PRN)					
Manage operations for the disposal of hazardous waste to land							
1	Implement systems and procedures for hazardous waste disposal operations in accordance with legislative and organisational requirements						
2	Make arrangements for an adequate supply of materials, equipment and information needed to carry out the disposal operations on the site						
3	Identify hazards and minimise risks to health, safety and the environment from hazardous waste disposal operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment						
4	Implement and maintain recording and information systems specifically relating to the inspection of hazardous waste in accordance with legislative and organisational requirements						
5	Make arrangements to prevent the escape of hazardous wastes or the outputs and residues of disposal from the site and to deal with bird, insect and vermin nuisance at the site						
6	Maintain the quality of the organisation's work by ensuring that all procedures for hazardous waste disposal to land are adhered to.						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Control work activities for the disposal of hazardous waste to land							
1	Establish and oversee programmes of work which meet the legislative and organisational requirements required for disposal operations						
2	Implement site operating procedures that fully comply with health & safety and environmental protection requirements						
3	Monitor and maintain systems to ensure there are sufficient people - with the correct mix of expertise - available at the work site						
4	Ensure that staff have received recognised training before using any machinery, plant or equipment						
5	Ensure that staff understand the procedures relating to the disposal of hazardous wastes to land and implement them in full compliance with legislative and organisational requirements						

6	Maintain safe systems of work and put in place precautions to eliminate or reduce the risk from hazards								
7	Ensure that staff have the resources and skills needed to carry out the operating procedures safely								
8	Identify potential hazards and take steps to reduce risks to personnel and the environment related to hazardous wastes which are difficult to handle, may contain disguised materials or unacceptable components, are unauthorised, or likely to present unexpected health problems								
9	Monitor staff activity on disposal operations to ensure they enhance or maintain the quality of the organisation's work								
10	Ensure that the hazardous waste disposed of to land is left secure at the end of each working day in accordance with legislative and organisational procedures								
11	Implement a programme of training for staff to ensure all processes can be carried out safely by suitably trained staff.								
Type of evidence →									

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use, record and communicate data and information									
1	Make sure the programme of work and operational instructions relating to the disposal operations contain all the information needed for site personnel to carry out the process in line with organisational procedures								
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given								
3	Keep accurate records of site conditions and hazardous wastes disposed of to land in accordance with legislative and organisational requirements								
4	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention								
5	Maintain a record of training for all staff employed on disposal operations on the site.								
Type of evidence →									

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise during and resulting from site operations for the disposal of hazardous waste to land									
1	Take action to rectify any staff shortages, equipment deficiencies or external causes that prevent the disposal of hazardous wastes to land								
2	Seek expert advice to resolve situations which are outside the responsibility of the job role								

3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures						
4	Make arrangements for the temporary storage or diversion of hazardous wastes when weather conditions or emergencies prevent it being disposed of to land or transferred off site.						
Type of evidence →							

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

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for managing site operations for the disposal of hazardous waste to landfill sites

You must be able to describe appropriately:		PRN
1	The technical skills needed for the disposal operations carried out on the site	
2	The specific legislative requirements and guidance applicable to the disposal of hazardous waste to land at the site	
3	Planning permission and the organisation's working plan for the site	
4	The waste inspection and identification procedures and the handling requirements for the types of hazardous waste received on the site	
5	The operating procedures for all machinery, plant and equipment used on the site for the disposal of hazardous wastes to land	
6	The lifting and handling techniques that are suitable for the hazardous wastes that are being disposed of at the site	
7	The onsite procedures for securing hazardous wastes disposed of to land on a daily basis	
8	The records required by legislation and by company procedures in relation to the disposal of hazardous waste to land	
9	The procedures for dealing with spillages and preventing the escape of	

	hazardous wastes and products of hazardous waste disposal to land	
10	The organisational procedures for disposal operations and the supply and use of the resources required	
11	The procedures and documentation required for disposing of hazardous waste to land and the monitoring requirements for the site	
12	The Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances used on the site	
13	The procedures for dealing with hazardous waste, out of specification hazardous waste and any other rejects from the process	
	Determine:	
14	The importance of ensuring people's understanding of operational instructions and how to do this	
15	How to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit	
16	The storage and handling implications for the hazardous waste types handled on the site	
17	The types, functions and limitations of hazardous waste handling equipment available for use on the site	
18	How to use risk assessment and the identification of potential work-related hazards and difficulties	
19	The potential hazards to safety, health and the environment arising from the disposal of hazardous wastes to land	
20	The options and methods for dealing with bird, vermin and insect nuisances	
21	How to interpret process documentation and verify that the information is accurate and relates to the hazardous waste disposal process	
22	How to communicate operational instructions orally and in writing.	

Performance evidence required		Portfolio Ref Number (PRN)					
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions.						
		Type of evidence →					

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

Unit 440

Manage the transfer of outputs and disposal of residues from hazardous waste transfer and recovery operations

Level:	4
Credit value:	11
Recommended GLH:	71

Unit aim

This unit is about managing the transfer of outputs and safe disposal of residues arising from hazardous waste transfer and recovery operations.

Learning outcomes

1. Manage the transfer of outputs and disposal of residues from hazardous waste transfer and recovery
2. Use and communicate data and information
3. Resolve problems which arise from the transfer of outputs and disposal of residues from hazardous waste transfer and recovery
4. Understand the underpinning regulations, procedures and requirements for managing waste operations
5. Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from hazardous waste transfer and recovery operations
6. Work in a manner which underpins effective performance

Assessment

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

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

Unit 440

Manage the transfer of outputs and disposal of residues from hazardous waste transfer and recovery operations

Performance evidence required		Portfolio Ref Number (PRN)							
Manage the transfer of outputs and disposal of residues from hazardous waste transfer and recovery									
1	Implement systems and procedures for the transfer and transport of outputs and the disposal of residues from the hazardous waste transfer or recovery operation in accordance with legislative and organisational requirements								
2	Make arrangements for an adequate supply of resources needed to carry out the loading, transport or energy transfer operations from the site								
3	Identify hazards and minimise risks to health, safety and the environment from hazardous waste transfer and transport operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment								
4	Implement and maintain recording and information systems specifically relating to the transfer and transport of outputs and disposal of residues from the process carried out at the site in accordance with legislative and organisational requirements								
5	Make arrangements for the safe loading of the outputs and residues from the hazardous waste transfer and recovery processes								
6	Implement procedures and controls for the safe transfer of energy outputs from the hazardous waste transfer or recovery process								
7	Maintain the quality of the organisation's work by ensuring that all procedures and hazardous waste transfer and disposal processes are adhered to.								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use and communicate data and information									
1	Make sure the programme of work and operational instructions relating to the transfer and transport operations contain all the information needed for site personnel to carry out the process in line with organisational procedures								
2	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given								
3	Ensure that documentation is completed accurately and complies with legislation and organisational requirements								
4	Keep accurate records of all outputs and residues leaving the site in accordance with legislative and organisational requirements								
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention								
6	Maintain a record of training for all staff employed on transfer, recovery and transport operations on the site.								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise from the transfer of outputs and disposal of residues from hazardous waste transfer and recovery									
1	Take steps to rectify any staff or transport shortages, equipment deficiencies or external causes that prevent the transfer, transport or disposal of outputs and residues								
2	Seek advice to resolve situations which are outside the responsibility of the job role								
3	Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures.								
		Type of evidence →							

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

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for managing the transfer of outputs and disposal of residues from hazardous waste transfer and recovery operations

You must be able to describe appropriately:		PRN
1	The organisational procedures for the management of personnel and work activities	
2	The specific legislative requirements and guidance applicable to the transfer and transport of hazardous waste from the site	
3	Planning permission and the organisation's working plan for the site	
4	The quality inspection and identification procedures and the handling requirements for the types of hazardous waste recovered at the site	
5	The operating procedures for all machinery, plant and equipment used on the site	
6	The lifting and handling techniques suitable for the recovered hazardous wastes and residues that are being transported from the site	
7	The onsite procedures for the management of storage of the outputs and residues from transfer processes	
8	The records required by legislation and by company procedures in relation to the transfer and transport of recovered hazardous wastes and residues	
9	The procedures for dealing with spillages	
10	The organisational procedures for transport operations and the supply and use of the transport resources required	
11	The procedures and documentation required for the transport of hazardous waste to comply with legislative requirements and guidance	
12	The procedures for dealing with residues, out of specification recovered hazardous waste and any other rejects from the process	
13	The regulations for the export of energy from the site and the controls required for the export process	

14	The methods used to communicate operational instructions orally and in writing	
	Determine:	
15	The storage and handling implications for the recovered hazardous waste types produced on the site	
16	The types, functions and limitations of hazardous waste handling equipment available for use on the site	
17	How to use risk assessment and the identification of potential work-related hazards and difficulties	
18	The potential hazards to safety, health and the environment arising from the loading and transport of hazardous wastes	
19	How to interpret documentation and verify that the information is accurate and relates to the recovered hazardous wastes and residues	
20	The importance of ensuring people's understanding of operational instructions and how to check understanding.	

Performance evidence required		Portfolio Ref Number (PRN)					
Work in a manner which underpins effective performance							
1	Be assertive in making decisions						
2	Pursue accountability of staff for delegated responsibilities						
3	Reflect critically on personal achievements to inform future actions.						
		Type of evidence →					

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

Level:	5
Credit value:	20
Recommended GLH:	130

Unit aim

This unit is about providing direction to the members of your team and motivating and supporting them to achieve the objectives of the team and their personal work objectives.

Learning outcomes

1. Be able to provide leadership in own area of responsibility
2. Understand behaviours that underpin effective performance and provide leadership in their area of responsibility

Assessment

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

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

Unit 501

Provide leadership in area of responsibility

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to provide leadership in own area of responsibility									
1	Create a vision of where own area is going and clearly and enthusiastically communicate it								
2	Create objectives and operational plans for people within own working area								
3	Ensure that people working within own area understand and can see how the vision, objectives and operational plans link to the vision and objectives of the overall organisation								
4	Steer own area successfully through difficulties and challenges including conflict, diversity and inclusion issues within the area								
5	Create and maintain a culture within own area which encourages and recognises creativity and innovation								
6	Develop a range of leadership styles and select and apply them to appropriate situations and people								
7	Communicate regularly, making effective use of a range of different communication methods, with all the people working within own area and show that you listen to what they say								
8	Give people in own area support and advice when they need it especially during periods of setback and change								
9	Motivate and support people in own area to achieve their work and development objectives and provide recognition when they are successful								
10	Empower people in own area to develop their own ways of working and take their own decisions within agreed boundaries								
11	Encourage people to take the lead in their own areas of expertise and show willingness to follow this lead								
12	Win, through own performance, the trust and support of people in their area for leadership and get regular feedback on own performance								
13	Make time available to support others								
14	Show integrity, fairness and consistency in decision making								
15	Model behaviour that shows respect, helpfulness and co-operation								
16	Take personal responsibility for making things happen								
17	Communicates complex tasks and information in a way that can be readily understood								
		Type of evidence →							

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

Understand behaviours that underpin effective performance and provide leadership in their area of responsibility

You must be able to:		PRN
1	Describe behaviours that generates excitement, enthusiasm and commitment	
2	Explain how to create a sense of common purpose	
3	Explain how to support others to take decisions autonomously	
4	Explain how to seek an understanding of people's needs and motivations	
5	Explain how to encourage and support others to make the best use of their abilities	

Unit 502

Manage a budget for own area of responsibility

Level:	5
Credit value:	7
Recommended GLH:	30

Unit aim

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

Learning outcomes

1. Be able to prepare a budget for own area of responsibility.
2. Be able to manage a budget.
3. Be able to review budget management performance.

Assessment

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

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

Unit 502

Manage a budget for own area of responsibility

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to prepare a budget for own area of responsibility							
1	Evaluate information on resource requirements for own area of activity or work						
2	Produce a draft budget						
3	Communicate the final budget with relevant stakeholders						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to manage a budget							
1	Analyse variances between planned and actual expenditure						
2	Provide information on performance to relevant stakeholders						
3	Explain how to take corrective action within the limits of own authority, in response to budget variances and developments						
4	Explain proposed revisions to budget and obtain agreement where actions are beyond the scope of own authority						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to review budget management performance							
1	Review performance against budget						
2	Assess improvements for future budget planning and management						
3	Monitor budget performance and implement changes within the limits of own authority or obtain agreement						
		Type of evidence →					

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

Unit 503

Work productively with colleagues and stakeholders

Level:	5
Credit value:	6
Recommended GLH:	30

Unit aim

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

For the purposes of this unit, 'stakeholder' refers to individuals or organisations that have a material, legal or political interest in or who may be affected by the activities and performance of your organisation.

Learning outcomes

1. Be able to provide colleagues and stakeholders with information.
2. Be able to consult with colleagues and stakeholders in relation to decisions or activities.
3. Understand the importance of fulfilling agreements and honouring commitments made to colleagues and stakeholders.
4. Understand how to manage potential conflicts of interest.
5. Understand how to be able to monitor working relationships.
6. Be able to review and improve the effectiveness of working relationships.

Assessment

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

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

Unit 503

Work productively with colleagues and stakeholders

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to provide colleagues and stakeholders with information							
1	Identify information to be communicated to selected colleagues and stakeholders						
2	Adapt and present appropriate information in ways that promote understanding to colleagues or stakeholders						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Be able to consult with colleagues and stakeholders in relation to decisions or activities							
1	Communicate with colleagues and stakeholders regarding any decisions or activities						
		Type of evidence →					

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

Performance evidence required		Portfolio Ref Number (PRN)					
Understand the importance of fulfilling agreements and honouring commitments made to colleagues and stakeholders							
1	Examine the benefits of ensuring agreements made with colleagues and stakeholders are fulfilled						
2	Examine the negative impact on individuals and organisations of not fulfilling agreements made with colleagues and stakeholders						
		Type of evidence →					

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

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

Understand how to be able to monitor working relationships		
You must be able to:		PRN
1	explain the importance of monitoring changes in the working environment in relation to colleagues and stakeholders	
2	explain how to monitor change in the working environment.	

Performance evidence required	Portfolio Ref Number (PRN)						
Be able to review and improve the effectiveness of working relationships							
1	Analyse feedback on working relationships from colleagues and stakeholders						
2	Evaluate working relationships with colleagues and stakeholders in terms of continued use and effectiveness						
3	Identify and implement improvements to working relationships						
		Type of evidence →					

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

Level:	5
Credit value:	3
Recommended GLH:	25

Unit aim

This unit is mainly about recruiting and selecting people to undertake identified activities or work roles within your area of responsibility. It involves taking a fair and objective approach to recruitment and selection to ensure that individuals with the required skills, knowledge and understanding, and who are likely to perform effectively, are appointed. As recruitment and selection can be expensive and time-consuming activities, the unit also involves taking action to understand why colleagues are leaving and taking action to keep colleagues. Whilst you would be expected to draw on the expertise of personnel specialists, you are not expected to be a personnel specialist yourself. For the purposes of this unit, 'colleagues' means those people for whom you have line management responsibility.

Learning outcomes

1. Be able to review human resource requirements to meet business objectives in own area of responsibility.
2. Understand the importance of ensuring that recruitment and selection processes meet legal, regulatory, ethical and social requirements.
3. Be able to participate in the recruitment and selection process.
4. Be able to evaluate the recruitment and selection process and identify improvements for the future.

Assessment

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

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

Unit 504

Recruit staff in own area of responsibility

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

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

Understand the importance of ensuring that recruitment and selection processes meet legal, regulatory, ethical and social requirements	
You must be able to:	PRN
1	explain how to ensure recruitment and selection processes are fair
2	explain how to ensure that legal requirements, industry regulations, organisational policies and professional codes are met
3	explain when to seek specialist expertise throughout the recruitment process.

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

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

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

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

Unit 505

Develop schemes for the restoration and aftercare of hazardous waste landfill sites

Level:	5
Credit value:	20
Recommended GLH:	130

Unit aim

This unit is about providing direction to the members of your team and motivating and supporting them to achieve the objectives of the team and their personal work objectives.

Learning outcomes

1. Be able to provide leadership in own area of responsibility.
2. Understand behaviours that underpin effective performance and provide leadership in your area of responsibility.

Assessment

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

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

Unit 505

Develop schemes for the restoration and aftercare of hazardous waste landfill sites

Performance evidence required	Portfolio Ref Number (PRN)								
Prepare restoration schemes for hazardous waste landfill sites									
1	Prepare the restoration scheme to meet the legislative and organisational requirements for progressive or final restoration of the site								
2	Specify the engineering resources required by the scheme for restoration of the site								
3	Specify the materials required for restoration operations identified in the scheme								
4	Implement procedures to be used for restoration operations that comply with legislative requirements.								
5	Make arrangements for consultations on the proposed restoration scheme to be carried out with key stakeholders and recorded								
6	Check that a final agreed scheme for the restoration is recorded and communicated to all key stakeholders.								
Type of evidence →									

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

Performance evidence required	Portfolio Ref Number (PRN)								
Determine the preparation needed for aftercare on hazardous waste landfill sites									
1	Develop and implement procedures to record and maintain site operating activities that comply with legislative requirements								
2	Check that proposals for pre-closure site operations meet with the requirements for restoration, aftercare and the intended use of the site								
3	Develop the programme of work and operational instructions relating to the aftercare scheme that contain all the information needed for site staff to carry out the process in accordance with organisational procedures								
4	Develop and implement effective procedures to ensure site closure complies with legislative and organisational aftercare requirements								
5	Check that consultations on the proposed aftercare scheme are carried out with key stakeholders and recorded								
6	Develop and implement procedures to ensure that accurate records of the restoration scheme are kept to ensure compliance with legislative requirements.								
Type of evidence →									

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use and communicate data and information									
1	Communicate the final details of the aftercare scheme to key stakeholders and all operational staff								
2	Check that the programme of work and operational instructions relating to restoration and aftercare contain all the information needed for site staff to carry out the process in line with organisational procedures								
3	Communicate the programme of work and operational instructions to all site staff in ways which suit the types of information being given								
4	Keep accurate records of restoration and aftercare activity in accordance with legislative and organisational requirements								
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention								
6	Maintain a record of training for all staff employed on all operations to prepare the site for aftercare.								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise from developing schemes for the restoration and aftercare of hazardous waste landfill sites									
1	Take steps to deal with any circumstances that fail to comply with legislative requirements								
2	Refer issues beyond the job role responsibility or expertise to staff with the correct level of authority								
3	Resolve any problems which may affect the development of schemes for the restoration and aftercare of the hazardous waste landfill site								
4	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the site being prepared for aftercare								
5	Make arrangements for the temporary diversion of resources when weather conditions or emergencies prevent the preparation for aftercare activities from continuing.								
		Type of evidence →							

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

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for developing schemes for the restoration and aftercare of hazardous waste landfill sites

You must be able to describe appropriately:		PRN
1	Describe appropriately the site procedures for the proper management control of work activities	
2	Describe appropriately the organisational procedures and requirements for restoration operations and the supply and use of the materials required	
3	Describe appropriately the specific legislative requirements and guidance applicable to the aftercare of sites for the disposal of hazardous waste to land	
4	Describe appropriately planning permission and the organisation's working plan for the site	
5	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for preparing it for aftercare	
6	Describe appropriately the on site procedures for securing hazardous wastes disposed of to land on a permanent basis	
7	Describe appropriately the records required by legislation and by company procedures in relation to the aftercare of sites used for the disposal of hazardous waste to land	
8	Describe appropriately the procedures for dealing with spillages and preventing the escape of hazardous wastes and products of hazardous waste disposal to land	
9	Describe appropriately the organisational procedures for aftercare operations and the supply and use of the resources required	
10	Describe appropriately the procedures and documentation required for aftercare activities and the monitoring requirements for the site	
11	Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances used on the site	

12	Determine the key stakeholders that require involvement in this scheme	
13	Determine the site hydro geological conditions	
14	Determine the controls and management needed for environmental protection systems on the site	
15	Determine the technical skills needed for preparing the site for aftercare operations carried out on the site	
16	Determine how to check that relevant staff has the required skills and what to do in response to a perceived skills deficit	
17	Determine the storage and handling implications for the hazardous waste types handled on the site	
18	Determine the types, functions and limitations of hazardous waste handling equipment available for use on the site	
19	Determine the lifting and handling techniques that are suitable for the materials being used to prepare the site for aftercare	
20	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
21	Determine the potential hazards to safety, health and the environment arising from the disposal of hazardous wastes to land	
22	Determine the options and methods for dealing with bird, vermin and insect nuisances	
23	Determine how to interpret process documentation and verify that the information is accurate and relates to the aftercare process	
24	Determine how to communicate operational instructions orally and in writing	
25	Determine the importance of checking people's understanding of operational instructions and how to do this.	

Performance evidence required		Portfolio Ref Number (PRN)							
Work in a manner which underpins effective performance									
1	Be assertive in making decisions								
2	Pursue accountability of staff for delegated responsibilities								
3	Reflect critically on personal achievements to inform future actions.								
		Type of evidence →							

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

Unit 506

Prepare landfill sites for the acceptance of hazardous waste

Level:	5
Credit value:	22
Recommended GLH:	139

Unit aim

This unit is about managing the preparation of sites to accept hazardous waste for disposal by landfill.

Learning outcomes

1. Prepare landfill sites for the acceptance of hazardous waste
2. Use and communicate data and information
3. Resolve problems which arise from preparing landfill sites for the acceptance of hazardous waste
4. Resolve problems which arise during and resulting from site operations for the disposal of hazardous waste to land
5. Understand the underpinning regulations, procedures and requirements for managing waste operations
6. Understand the specific regulation procedures and requirements for preparing landfill sites for the acceptance of hazardous waste

Work in a manner which underpins effective performance

Assessment

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

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

Unit 506

Prepare landfill sites for the acceptance of hazardous waste

Performance evidence required		Portfolio Ref Number (PRN)							
Use, record and communicate data and information									
1	Ensure that legislative requirements permit the proposed activity on the site								
2	Ensure that the details of the engineering specification have been agreed prior to starting site preparation operations								
3	Confirm that the resources required for engineering activities are provided in accordance with the engineering specification and that they are available for the site staff to carry out their operational activities								
4	Implement procedures to ensure staff have sufficient information to carry out their designated engineering activities								
5	Ensure and confirm with site staff that they understand their operational instructions								
6	Implement procedures to ensure that the engineering activities comply with legislative requirements								
7	Brief operational staff on the contents of the engineering proposals and the detail in the specification for the work they have to carry out								
8	Maintain procedures to ensure accurate site engineering and quality assurance records are forwarded to the regulatory authority in compliance with legislative requirements								
9	Confirm that arrangements have been made for the construction to be inspected and approved by the regulatory authorities to ensure it complies with legislative requirements before allowing hazardous waste disposal operations to begin								
10	Implement operational procedures to protect the integrity of the liner and maintain the functionality of associated environmental protection systems during hazardous waste disposal operations								
11	Formulate procedures for dealing with accidents, incidents and spillages on site and ensure that staff understand and follow the prescribed procedures								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Use and communicate data and information									
1	Follow all procedures connected with the job role to enhance or maintain the quality of the organisation's work								
2	Ensure that the programme of work and operational instructions relating to the preparation of the site for disposal operations contain all the information needed for site personnel to carry out the processes in accordance with organisational procedures								
3	Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given								
4	Keep accurate records of site conditions and activities, construction progress, completion certification, regulatory visits and alterations to requirements								
5	Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention								
6	Maintain a record of training for all staff employed on all operations on the site.								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Resolve problems which arise from preparing landfill sites for the acceptance of hazardous waste									
1	Take steps to deal with any circumstances that fail to comply with legislative requirements								
2	Refer issues beyond the job role responsibility or expertise to staff with the correct level of authority								
3	Resolve any problems which may affect the development of schemes for the restoration and aftercare of the landfill site								
4	Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the site preparations for the disposal of hazardous wastes to land								
5	Make arrangements for the temporary diversion of resources when weather conditions or emergencies prevent the normal site activities from continuing								
		Type of evidence →							

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

Understand the underpinning regulations, procedures and requirements for managing waste operations

You must be able to describe appropriately:		PRN
1	Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment	
2	Describe appropriately waste management legislation and guidance that is applicable to waste management sites	
3	Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment	
4	Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes	
5	Describe appropriately the organisational environmental policy and procedures applicable to the site	
6	Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace	
7	Describe appropriately the procedures for the proper management control of work activities on the site	

Understand the specific regulation procedures and requirements for preparing landfill sites for the acceptance of hazardous waste

You must be able to describe appropriately:		PRN
1	Describe appropriately the legislative requirements for any construction work involved on the site	
2	Describe appropriately the content of the site working plan or contractual conditions that applies to cell preparation	
3	Describe appropriately the site procedures for the proper management control of work activities	
4	Describe appropriately the site procedures for the proper management control of site or cell preparation operations	
5	Describe appropriately all specific requirements relating to the placement and integrity of the liner and its protection from the initial layer of hazardous waste	
6	Describe appropriately the organisation's procedures and requirements for engineering operations and the supply and use of the resources required	
7	Describe appropriately the specific legislative requirements and guidance applicable to the disposal of hazardous waste to land at the site	
8	Describe appropriately the operating procedures for all machinery, plant and equipment used on the site	
9	Describe appropriately the records required by legislation and by company procedures in relation to the disposal of hazardous waste to land	
10	Describe appropriately the procedures for dealing with spillages and preventing the escape of hazardous wastes and products of hazardous waste disposal to the environment	
11	Describe appropriately the organisational procedures for disposal operations and the supply and use of the resources required	
12	Describe appropriately the procedures and documentation required for disposing of hazardous waste to land and the monitoring requirements for the	

	site	
13	Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances used on the site	
14	Describe appropriately the procedures for dealing with hazardous waste, out of specification hazardous waste and any other rejects from the process	
15	Determine the site hydro geological conditions	
16	Determine the control and management systems needed for surface water drainage, and gas and leachate management	
17	Determine the technical skills needed for preparing the site for the disposal operations to be carried out	
18	Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit	
19	Determine the storage and handling implications for the hazardous waste types handled on the site	
20	Determine the types, functions and limitations of hazardous waste handling equipment available for use on the site	
21	Determine how to use risk assessment and the identification of potential work-related hazards and difficulties	
22	Determine the potential hazards to safety, health and the environment arising from the disposal of hazardous wastes to land	
23	Determine the options and methods for dealing with bird, vermin, insect nuisances and odour	
24	Determine how to interpret process documentation and verify that the information is accurate and relates to the preparation of the site	
25	Determine how to communicate operational instructions orally and in writing	
26	Determine the importance of ensuring people's understanding of operational instructions and how to do this.	

Performance evidence required		Portfolio Ref Number (PRN)							
Work in a manner which underpins effective performance									
1	Be assertive in making decisions								
2	Pursue accountability of staff for delegated responsibilities								
3	Reflect critically on personal achievements to inform future actions								
		Type of evidence →							

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

Level:	7
Credit value:	9
Recommended GLH:	35

Unit aim

This unit is about taking a lead in identifying the workforce requirements of your organisation and how these will be satisfied. It involves considering the strategic objectives and plans of the organisation to decide whether the workforce should be expanded, maintained or contracted.

It also involves considering whether there is an appropriate mix of people to achieve the organisation's objectives, and whether any problems with this can be sorted out by recruiting staff, moving staff to other positions or making staff redundant. 'Workforce' covers any person who works for the organisation. Colleagues do not have to be directly employed as there is a wide range of contractual arrangements which could be used to provide the people the organisation needs, and part of the planning process is to decide how this is managed.

Learning outcomes

1. Be able to identify workforce requirements for an organisation.
2. Be able to review the current workforce of an organisation against identified requirements.
3. Be able to plan how an organisation's workforce requirements will be met.
4. Be able to communicate workforce plans to relevant individuals.

Assessment

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

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

Unit 701

Plan an organisation's workforce

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to identify workforce requirements for an organisation									
1	Identify specialist expertise that may be useful in workforce planning								
2	Analyse key issues that are likely to impact on workforce requirements								
3	Evaluate an organisation's strategic objectives and plans to inform workforce planning								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to review the current workforce of an organisation against identified requirements									
1	Identify and assess any gaps between the current workforce capacity and the identified workforce requirements								
		Type of evidence →							

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

Performance evidence required		Portfolio Ref Number (PRN)							
Be able to plan how an organisation's workforce requirements will be met									
1	Develop and implement a plan that meets an organisation's long-, medium- and short-term workforce requirements								
2	Ensure that resources needed to recruit, keep and redeploy people are made available								
		Type of evidence →							

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

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

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

Appendix 1 Summary of City & Guilds assessment policies

Health and Safety

All centres have to make sure that they provide a safe and healthy environment for training, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

You are responsible for making sure that you understand, and comply with, the Health and Safety practice and policies in the workplace where you will be assessed. Your assessment may be stopped if you do not comply, and your assessor will explain the problem to you. You may need to retake your assessment at a later date.

Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website www.cityandguilds.com, City & Guilds Customer Relations Team or your centre.

Access to assessment

City & Guilds qualifications are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the qualification allows for this. This must be agreed before you start your qualification.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website www.cityandguilds.com, from the City & Guilds Customer Relations Team or your centre.

Complaints and appeals

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website www.cityandguilds.com or is available from the City & Guilds Customer Relations Team or your centre.

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates,
Registrations/enrolment, Invoices,
Missing or late exam materials, Nominal
roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification,
Missing or late exam materials, Incorrect
exam papers, Forms request (BB, results
entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices,
Missing or late exam materials, Nominal
roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username,
Technical problems, Entries, Results,
e-assessment, Navigation, User/menu
option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping,
Accreditation, Development Skills,
Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents, Forms,
Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: feedbackandcomplaints@cityandguilds.com

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