



CIWM

Qualifications

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**CIWM Code:** SOM4

**Maximum Guided Learning Hours:** 233

**Total Qualification Time:** 484

# CIWM WAMITAB Level 4 Diploma in Systems and Operations Management

Together, we stand for  
a world beyond waste

## About CIWM and this Handbook

### About CIWM

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

As the leading professional body for resource and waste professionals, CIWM (Chartered Institution of Wastes Management) is the voice of the sector and represents over 5,500 individuals in the UK and overseas.

CIWM has a unique understanding of the sector. Our professional knowledge and trusted reputation enables us to inform and influence legislation and policy, playing a vital part in shaping the future role and reputation of the sector.

### Equal Opportunities

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

### The Purpose of this Qualification Handbook

Welcome to your CIWM Qualification Handbook. This will help you to complete your qualification. It contains:

- The units you need to achieve to complete your qualification.
- Information about your responsibilities as a candidate.
- Reference information covering each learning outcome and assessment criteria.

## Candidate Information

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Name

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CIWM Learner Number

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Registration Date

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Enrolment Date

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Centre Name

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Centre Address

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Centre Contact

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Tutor Name

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## Frequently Asked Questions

### What is a regulated qualification?

A regulated qualification demonstrates that you have the knowledge, skills and/or understanding to meet the standards expected by employers in your industry. Your qualification is recognised by CIWM and one or more of the educational regulators across the UK.

### What is the objective of this qualification?

This qualification is designed to provide individuals working in management roles on waste sites with the skills to operate their site effectively. Achievement of this qualification demonstrates competence by the learner to manage the resource management business effectively, ensuring that customers receive a reliable service delivered to a high standard.

### Who is it for?

- Managers, team leaders or supervisors
- Experienced workers that want evidence of their skills

### What are the entry requirements of this qualification?

This qualification is open entry. This means that learners interested in undertaking this qualification do not require any other qualifications or levels of attainment in order to take this qualification.

### What job role could this qualification lead to or support?

This qualification is ideal for new or experienced people managing waste and resource management operations that require evidence of

their competence. It is a flexible qualification that can be tailored to meet the requirements of specific job roles (such as site manager, supervisor or team leader) in the sector or within a particular organisation.

People already working in relevant roles could be employed by local authorities, waste management companies or third sector (not-for-profit) organisations. This qualification will support the sector to overcome significant skills gaps as 65% of all new business start-ups in the energy production and utilities sector in 2009 were created in the waste management industry, giving an indication of the rapid growth this industry has experienced and the potential demand for this qualification in the future.

### What do I need to achieve?

You must complete a total of 15 units to achieve the qualification. You must complete all mandatory units. You must then complete one unit from each of the Option Groups B, C, D and E.

### Mandatory Units

You must complete all units in this group.

- Conduct a health and safety risk assessment of the workplace – HSS6
- Manage and Plan an Operational Area within an Organisation – RA334b
- Plan, allocate and monitor work in own area of responsibility – MSCD6
- Work productively with colleagues and stakeholders – MSCD2
- Support learning and development within own area of responsibility – MSCD7
- Ensure responsibility for actions to reduce risks to health and safety – HSS1W

- Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials – RA3429
- Monitor and maintain the quality of treatment processes in an energy and utilities environment – WM86
- Manage physical resources – MSCE8
- Procedural compliance – WM23
- Provide leadership in your area of responsibility – WS05

### Option Group B

You must choose one unit from this group.

- Identify and implement improvements to recycling activities – RA3421
- Manage improvements to waste management operations – WM9

### Option Group C

You must choose one unit from this group.

- Manage the transfer of outputs and disposal of residues from treatment and recovery operations in the waste industry – WM87
- Manage the transfer of outputs and disposal of residues from biological treatment operations – WM21

### Option Group D

You must choose one unit from this group.

- Manage a budget for own area or activity of work – MSCE1
- Managing finance in an energy and utilities environment – WM90

### Option Group E

You must choose one unit from this group.

- Manage and maintain effective systems for responding to emergencies – WM24
- Manage systems for responding to emergencies during recycling activities – RA3420
- Manage assets and the maintenance strategy in an energy and utilities environment – WM88
- Control maintenance and other engineering operations for recycling activities – RA3424
- Award contracts for the supply of recycling activities – RA3427
- Prepare for and facilitate an inspection visit at your organisation from regulatory bodies in an energy and utilities environment – WM89
- Generate and retain waste and resource management business – WM10
- Recruit people for your business – OP3
- Manage site biosecurity and personal hygiene – WM91

### What is a unit?

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

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

### What is a CIWM (WAMITAB) Qualifications Centre?

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

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

### How long will it take?

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

### Who will help me achieve my qualification?

The following people at the CIWM (WAMITAB) Qualifications Centre will help you to achieve your qualification:

#### Your Assessor

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

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

#### Internal Quality Assurer

The IQA maintains the quality of assessment within the centre.

#### External Quality Assurer

An EQA is employed by CIWM to ensure that your centre meets the required national standards for quality and assessment.

### What are my responsibilities as a learner?

You will need to:

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

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

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

### What are the evidence requirements for this qualification?

The primary sources of evidence for this qualification are:

- **Observation (O):** direct observation or witness testimony where direct observation is not possible. Where this evidence type has been suggested against Assessment Criteria which require the candidate to explain or describe, the assessor must hear or observe the explanation/description (directly or being delivered to others) or see it in writing. The assessor must not infer that the candidate can explain/describe based purely on observation.



- **Question and Answer (Q/A):** candidate statements, verbal questioning, professional discussion, written questions, product evidence supported by questioning
- **Simulation / Realistic working environment (S/R):** should be used as a last resort where allowed. Please see the Energy and Utility Skills Assessment Strategy for further information.

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

- Your tutor/assessor
- Your qualification workbook
- CIWM

## Useful Words

Instructional verbs	Definition
Assessment Criteria	These specify the standard that you are expected to meet to demonstrate that you have achieved the Learning Outcome. Assessment criteria are detailed enough to allow judgments to be made about your competence.
Awarding Organisation	To have a qualification recognised in the UK it must be accredited through an awarding body. These organisations are regulated by Ofqual in England, Qualifications Wales, CCEA in Northern Ireland and SQA in Scotland to ensure that you receive a high quality, recognised qualification upon completion of the course.
CIWM	An Awarding Organisation for a wide range of qualifications in waste management and recycling, cleaning and street cleansing, facilities management, and parking. CIWM is responsible for ensuring the on-going quality of the delivery and assessment of qualifications, and issues certificates to learners upon completion. We have over 25 years of experience developing and quality assuring qualifications, training, and course materials.
CIWM (WAMITAB) Qualifications Centre	These centres are training organisations that have met our strict quality standards and have been approved to deliver our qualifications to learners. They include private providers, colleges of further education, employers, and prisons.
Competence	Competence, in relation to the qualification, describes your ability to consistently be able to undertake work activities, know and understand work-related tasks as per the requirements set out in the standards.
Learner	A person who is registered to work towards achievement of a qualification – i.e. you!
Learning Outcome	These set out what you will be expected to know, understand or be able to do. Each learning outcome relates to one or more assessment criteria, and together they set a clear assessment standard for each unit.
Multiple Choice Tests	A form of assessment where learners are asked to select the best possible answer from the list provided.
Tutor	A person employed to instruct an individual or small group on a particular topic. Tutors that deliver knowledge and understanding qualifications and units should have relevant competence and experience in the subject that they are delivering and have experience of delivering vocational learning.
Units – Mandatory and Optional	Units form the building blocks of all qualifications that are nationally regulated on the Qualification Credit Framework. Units are small chunks of learning that focus on specific aspects of knowledge, skills and understanding. Mandatory units are those that you must achieve, and Optional units offer a range of subjects that you may choose between.
Vocational	A qualification is vocational when it relates directly to the skills, knowledge and understanding required to undertake a specific or broad job role.

## Unit Terms

Instructional verbs	Definition
Adapt	To change something to make suitable for new purpose.
Advise	To inform someone about a fact or situation formally or officially.
Analyse	To look at something (e.g. a process) and use given classifications or principles to gain a further understanding.
Apply	To put something into action. A “doing” task which requires “real” evidence from a workplace scenario.
Assess	To offer a reasoned judgement of the standard, quality of situation or ability informed by relevant facts.
Brief	To instruct or inform someone thoroughly to prepare them.
Carry out	To undertake an activity of a practical nature.
Check	To verify or establish. To examine something in order to confirm its accuracy, quality or condition.
Collect	To bring or gather together.
Communicate	To share or exchange information, news or ideas by speech, writing etc
Compare	To look at the characteristics of an item or activity and note the similarities and differences.
Complete	To finish.
Comply	To act in accordance with specified standards or requirements.
Conduct	To do or carry out.
Confirm	To check if something is true, correct, completed or in place.
Consult	To seek information or advice from an expert or professional. To have discussions with someone before undertaking a course of action.
Critically Compare	To look at the characteristics of an item or situation, note the similarities and differences and their respective positive and negative aspects. In some cases, this can include the use of the comparison in context as the basis for decision making.
Define	Provide a generally recognised or accepted definition.
Demonstrate	To clearly show e.g. by practical exhibition (in real time) and/or historic evidence. These would normally be accompanied by an explanation.
Describe	Provide a vivid picture of what it is by using imagery, adjectives and adverbs to make the subject easy to understand. It may also convey an idea or fact.
Determine	To find out or decide e.g. what is relevant. To find a solution by following a set of procedures. To calculate a numeric value.
Develop	Build a process or activity or understanding either from scratch or using an existing product to create something workable.
Differentiate/ Distinguish	To look at the characteristics of an item or situation/activity and explain the differences.

Discuss	To give an account that addresses a range of ideas and arguments.
Ensure	To make certain that something will occur or is the case.
Establish	To set up.
Evaluate/ Justify	To look at whatever the required content/process is and suggest other relevant, significant or possible outcomes. It is the process of exploring, checking and suggesting a likely outcome with reasons.
Examine	To look at, inspect or scrutinise carefully.
Explain	To provide a comprehensive answer that shows an understanding of the content/process mentioned. The answer should include: what it is, how it works, what it looks like, what it does, how it happens, why it happens and any relevant reasons.
Follow	To be guided by instructions.
Give	To supply/provide without explanation.
Identify	This requires the learner to list and describe what is required or relevant to produce an outcome, or requires the learner to make choices to achieve a particular aspect of their job. At Level 4, this would require the learner to say what is available, make the choice and then to explain or justify why the choice was made.
Implement	To put something into practice after the development process has taken place. This ensures that the product/process is actually employed and/or used by self and others during work activities.
Inform	To give someone facts or information.
Keep	To have or retain possession of something.
List	To produce a number of relevant items which apply to the question. Further description is not required.
Maintain	To enable something to continue. To keep something in good condition.
Make	To create, produce or form something.
Manage	After a development process ensure that the product/process works using relevant management techniques.
Minimise	To reduce something to the smallest possible amount or degree.
Monitor	To check if a process or activity is carried out correctly.
Notify	To inform someone of something in a formal or official manner.
Obtain	Acquire.
Organise	To arrange systematically. To coordinate activities. To make arrangements or preparations.
Outline	A description setting out main characteristics or points.
Plan	To consider, set out and communicate what needs to be done.
Prepare	To make ready for use or consideration. To create in advance.
Process	A systematic series of actions.
Produce	To create, manufacture or make something.
Promote	To support or actively encourage. To further progress.
Propose	To put forward an idea, plan or suggestion for consideration.

Provide	To make available or supply.
Recognise	To be aware of, familiar with and able to identify an activity or product.
Recommend	To suggest or put something forward as being suitable for a particular purpose or role with reasons why.
Rectify	To correct or put right.
Refer	To pass the matter to the responsible person for a decision.
Reflect	To look back upon and appraise.
Report	To prepare a detailed account or statement about an event or topic.
Request	To formally ask for something.
Research	To investigate/study to establish facts and reach a conclusion.
Resolve	To settle or find a solution to a problem.
Respond	To react quickly or positively to something.
Review	To formally assess something with the intension of instituting change if required.
Secure	To obtain something e.g. commitment from colleagues.
Seek	To ask for something from someone.
Select	To carefully choose the most suitable option for a task/purpose.
Set up	To prepare a system or set of equipment for operation.
Specify	To state a fact or requirement clearly and precisely.
State	To express something definitely or clearly in speech or writing.
Suggest	To give possible alternatives, produce or put forward an idea/plan.
Summarise	To give a brief statement in your own words of the main points.
Take action/ measures/ steps	To do something to achieve an aim or deal with a problem.
Train	To teach a person a particular skill or type of behaviour through practice and instruction.
Undertake	To take part in or carry out an activity/task.
Use	To apply information or prior learning. To put into service or action. To employ for a given purpose.

# SECTION 1 – Mandatory Unit Group

## HSS6: Conduct a health and safety risk assessment of the workplace

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

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



## RA334b: Manage and Plan an Operational Area within an Organisation

Level: 5		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to identify workforce requirements in an operational area.	1.1 Identify specialist expertise that may be useful in workforce planning.			
	1.2 Analyse key operational issues that are likely to impact on workforce requirements.			
	1.3 Review an organisation's operational objectives and plans to inform workforce planning.			
2. Be able to review the current workforce of an operational area.	2.1 Identify and assess any gaps, between the current workforce capacity and future workforce requirements.			
3. Be able to plan the workforce requirements of an operational area.	3.1 Develop and implement a plan, with input and agreement from recruitment specialists that satisfies the organisation's long, medium and short-term operational workforce requirements.			
	3.2 Ensure that resources needed to recruit, keep and redeploy people are made available.			
4. Be able to communicate workforce plans.	4.1 Communicate workforce plans to relevant individuals.			

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

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

## MSCD2: Work productively with colleagues and stakeholders

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

## MSCD7: Support learning and development within own area of responsibility

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

## HSS1W: Ensure responsibility for actions to reduce risks to health and safety

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to identify the hazards and evaluate the risks in the workplace.	1.1 Identify workplace instructions that are relevant to them and their job role.			
	1.2 Identify working practices and hazards in the workplace that could be harmful.			
	1.3 Evaluate the hazards and prioritise in risk order			
	1.4 Report hazard(s) to the responsible person			
2. Be able to reduce the risks to health and safety in the workplace	2.1 Perform work activities at own level of competence in accordance with identified health and safety: <ul style="list-style-type: none"> <li>workplace policies</li> <li>instructions and procedures</li> <li>suppliers and manufacturers' information</li> <li>relevant legal requirements</li> </ul>			
	2.2 Deal with hazards in accordance with workplace instructions and legal requirements.			
	2.3 Report differences between workplace instructions and supplier/manufacture instructions.			
3. Understand how to reduce risks to health and safety in the workplace	3.1 Explain their responsibility in remaining alert to hazards and risks.			
	3.2 Identify own responsibilities and scope for action in controlling risk.			
	3.3 Explain the importance of adhering to health and safety policies and practices.			
	3.4 Describe where and when to get additional health and safety assistance.			
	3.5 Describe the importance of personal presentation and behaviour in maintaining health and safety in the workplace.			

## RA3429: Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Implement systems and control measures for processing or storage of recyclables and other materials	1.1 Implement systems to monitor and control working practices, and the use of materials, products or equipment which could cause harm to the environment in accordance with organisational procedures.			
	1.2 Report any hazards which present risks outside own area of responsibility and capability.			
	1.3 Make sure preventative or corrective measures are taken when monitoring data shows deviations from expected norms.			
2. Minimise risks to the environment through protection measures	2.1 Make sure environmental protection measures are established for all site operations consistent with applicable legislation and the organisation's environmental policy and procedures.			
	2.2 Provide advice and guidance to staff through a range of communication and training methods with the purpose of limiting and controlling potential or actual harm to the environment.			
	2.3 Maintain accurate and up-to-date records of potential and actual harm to the environment and the steps taken to limit and control risks.			
	2.4 Use own and others' experience of dealing with environmental hazards to improve environmental protection control systems and procedures.			
3. Develop a work environment that promoted responsibility	3.1 Communicate the environmental procedures to all staff in line with organisational procedures.			
	3.2 Promote the organisation's commitment to environmental protection and encourage staff to demonstrate their commitment through contributions to reviews of practices and procedures.			

for environmental well-being	3.3 Make sure staff receive training on implementing environmental procedures and address any shortfalls which are identified.			
	3.4 Investigate and correct any situations where there is non-compliance with protection procedures.			
4. Use and communicate data and information	4.1 Report environmental incidents in accordance with organisational procedures and practices.			
	4.2 Report promptly, to the correct people, unsound environmental practices.			
	4.3 Follow operational and organisational procedures for communicating information to other people.			
	4.4 Maintain records in accordance with organisational requirements.			
	4.5 Inform correct personnel of any circumstance where information appears to be incorrect.			
5. Resolve problems that could affect the implementation of contracted services	5.1 Resolve routine problems within the responsibility of the job role.			
	5.2 Refer problems and conditions outside the responsibility of the job role using organisational procedures.			
	5.3 Report to the correct personnel any situations that require additional intervention.			
	5.4 Report pollution incidents to the correct people.			
6. Work in a manner which underpins effective performance	6.1 Demonstrate vigilance to potential risks and hazards.			
	6.2 Demonstrate the use of different leadership styles in response to individual circumstances.			
7. Understand the regulation procedures and requirements for recycling	7.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	7.2 Explain the safe procedures for handling hazardous materials.			
	7.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	7.4 Describe organisational accident and incident recording and reporting procedures.			

8. Know how to protect the environment	8.1 Describe the environmental legislation as it relates to the organisation.			
	8.2 Describe the organisational environmental policy and procedures.			
	8.3 Explain how to identify, monitor and evaluate activities which may cause harm to the environment.			
	8.4 Explain the hazards to the environment arising from the activities carried out on site and the procedures required to minimise and manage risk.			
	8.5 Describe the importance of being aware of environmental hazards.			
	8.6 State the personal responsibilities for controlling hazards to the environment.			
	8.7 State the risk identification methods, techniques and monitoring systems suitable for a facility that handles recyclable materials.			
	8.8 Describe the environmental control systems required for operations carried out on their facility.			
	8.9 Describe the actions and personal authorisation for responding to hazards which present risks to the environment and which situations should be referred to someone else.			
	8.10 Explain legal and organisational requirements for reporting potential and actual harm to the environment.			
	8.11 Explain how to communicate organisational environmental procedures.			
	8.12 Describe the importance of making sure people understand and follow organisational procedures, and how to do this.			
	8.13 Describe the legal and organisational requirements for staff training in relation to environmental protection and organisational procedures for ensuring staff receive the required training.			
	8.14 Describe the records required by legislation and your organisation relating to environmental procedures and incident reports.			



## WM86: Monitor and maintain the quality of treatment processes in an energy and utilities environment

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to monitor the waste being treated.	1.1 Prioritise work and make use of available resources for optimum process performance.			
	1.2 Carry out routine monitoring at the frequency specified in the plant procedures.			
	1.3 Check the quality and quantity of the waste at key points.			
	1.4 Take readings from instruments and compare against plant output requirements.			
2. Be able to operate processes to maintain the quality of the waste being treated.	2.1 Maintain process throughput within specified parameters.			
	2.2 Make adjustments where required.			
	2.3 Carry out first line maintenance to make sure the processing operations remain efficient.			
	2.4 Dispose of by-products according to the specification.			
	2.5 Follow safe working procedures.			
3. Be able to use and communicate waste treatment data and information.	3.1 Use records to check and compare monitoring data.			
	3.2 Use data readings to confirm all waste leaving the plant conform to specification.			
	3.3 Use performance monitoring data to make suggestions for optimisation.			
	3.4 Record data and information to maintain plant records and audit trails.			
4. Be able to resolve problems which arise from waste treatment.	4.1 Act upon situations where the quality of materials does not meet the allowable tolerances.			
	4.2 Act upon situations where by products do not meet allowable tolerances.			
	4.3 Resolve situations which are outside own responsibilities with the designated people.			

5. Understand the waste treatment process.	5.1 Describe the waste treatment process.			
	5.2 Describe the operating parameters for plant operation.			
	5.3 Describe how return liquors and biogas generated from the process are handled.			
	5.4 Explain how to identify monitoring points.			
	5.5 Explain how to relate routine monitoring data to specified parameters.			
	5.6 Describe the operational limits for quality and quantity of treated waste.			
	5.7 Describe the action to take when the quality and quantity of treated waste does not meet specified limits.			
	5.8 Describe monitoring procedures for waste treatment.			
	5.9 State the regulatory bodies relevant to waste treatment operations.			
	5.10 Explain the implications of not achieving specified parameters.			
	5.11 Explain how the senses are used to identify process anomalies.			
	5.12 Explain the implications of deliberate adjustments.			
	5.13 State who has responsibility for any corrective actions.			
	5.14 Explain the importance of assessing any process plant changes.			
	5.15 Explain the cost implications of operational actions.			
	5.16 Describe the potential harmful effects of chemical spillage.			
	5.17 Outline personal responsibilities for environmental protection.			
	5.18 Explain the importance of: Checking information which is received for accuracy, validity and meaning Storing information in the correct location Supplying timely, accurate information, in the required format			
	5.19 Describe how to identify inaccurate information.			
	5.20 Describe how to resolve technical misunderstandings.			
	5.21 Describe your Duty of Care to health and safety of self and others and the environment.			

## MSCE8: Manage physical resources

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the importance of sustainability when using physical resources.	1.1 Explain the importance of using sustainable resources.			
	1.2 Explain the potential impact of resource use on the environment.			
	1.3 Explain how to use resources effectively and efficiently.			
	1.4 Describe actions one can take to minimise any adverse environmental impact of using physical resources.			
2. Be able to identify resource requirements for own area of responsibility.	2.1 Consult with colleagues to identify their planned activities and corresponding resource needs.			
	2.2 Evaluate past resource use to inform expected future demand.			
	2.3 Identify resource requirements for own area of responsibility.			
3. Be able to obtain required resources for own area of responsibility.	3.1 Submit a business case to procure required resources.			
	3.2 Review and agree required resources with relevant individuals.			
	3.3 Explain an organisation's processes for procuring agreed resources.			
4. Be able to monitor and review the quality and usage of resources in own area of responsibility.	4.1 Monitor the quality of resources against required specifications.			
	4.2 Identify differences between actual and planned use of resources and take corrective action.			
	4.3 Analyse the effectiveness and efficiency of resource use in own area of responsibility.			
	4.4 Make recommendations to improve the effectiveness and efficiency of resource use.			

## WM23: Procedural compliance

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Implement and maintain operating procedures required for legislative compliance	1.1 Establish regular monitoring and review schedules for all site operations to maintain compliance with procedures.			
	1.2 Design monitoring and review processes to record data from normal operating conditions and reporting systems for variations, and abnormal operating conditions.			
	1.3 Carry out monitoring of all procedures designed to meet compliance requirements and review procedures at intervals agreed with organisational and regulatory personnel.			
	1.4 Review health and safety procedures regularly to uphold safe and healthy operations and to meet all current legislative requirements.			
	1.5 Review environmental procedures regularly to maintain compliance with assessed environmental impact requirements.			
	1.6 Introduce new or updated procedures where data from monitoring indicates they are needed.			
	1.7 Ensure that procedures cover all situations on organisational premises and for attendance at external facilities.			
	1.8 Incorporate review and monitoring processes for situations where personnel are required to attend external facilities.			
	1.9 Take steps to ensure adequate procedures are in place, are understood, and operated, for situations where there is non-compliance.			
2. Use and communicate data and information	2.1 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.			

	2.2 Maintain recording and information systems in a way which enables them to be used easily to extract information for review and monitoring purposes.			
3. Resolve problems connected with compliance issues	3.1 Refer situations outside the authority of the job role to higher authority.			
	3.2 Take steps to deal with any failures with compliance.			
	3.3 Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the maintenance of compliance regimes.			
	3.4 Seek expert advice to resolve situations which are outside the responsibility of the job role.			
	3.5 Make arrangements for carrying out repairs to any faulty equipment.			
4. Understand the underpinning regulations, procedures and requirements for managing waste operations	4.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment.			
	4.2 Describe appropriately waste management legislation and guidance that is applicable to waste management sites.			
	4.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.			
	4.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.			
	4.5 Describe appropriately the organisational environmental policy and procedures applicable to the site.			
	4.6 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.			
	4.7 Describe appropriately the procedures for the proper management control of work activities on the site.			
5. Understand the specific regulation procedures and requirements for procedural compliance	5.1 Describe appropriately the specific legislative requirements and guidance applicable to the processes carried out at the site.			
	5.2 Describe appropriately the planning permission permit and the organisation's working plan for the site.			

	5.3 Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for monitoring processes.			
	5.4 Describe appropriately the records required by legislation and by company procedures in relation to the site activities.			
	5.5 Describe appropriately the procedures for dealing with emergencies.			
	5.6 Describe appropriately the organisational procedures for treatment operations and the supply and use of the resources required.			
	5.7 Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used on the site.			
	5.8 Describe appropriately the procedures for dealing with waste, out of specification waste and any other rejects from the process.			
	5.9 Determine the most effective methods to communicate different types of data and information to comply with legislative and organisational requirements.			
	5.10 Determine the technical skills needed for the monitoring operations carried out on the site.			
	5.11 Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit.			
	5.12 Determine the storage and handling implications for the waste types handled on the site.			
	5.13 Determine how to use risk assessment and the identification of potential work-related hazards and difficulties.			
	5.14 Determine the potential hazards to safety, health and the environment arising from the monitoring processes.			
	5.15 Determine how to interpret process documentation and verify that the information is accurate and relates to the processes carried out on the site.			
	5.16 Determine how to communicate operational instructions orally and in writing.			



	5.17 Determine the importance of ensuring people's understanding of operational instructions and how to do this.			
6. Work in a manner which underpins effective performance	6.1 Encourage others to develop themselves.			
	6.2 Apply integrity, fairness & consistency in decision making.			
	6.3 Use different leadership styles depending on individual.			

## WS05: Provide leadership in area of responsibility

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





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

# SECTION 2 – Option Unit Group B

## RA3421: Identify and implement improvements to recycling activities

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Monitor operations to identify potential improvements to recycling activities	1.1 Use information to identify potential improvements.			
	1.2 Consult with others to identify where improvements could be made.			
2. Evaluate the costs and benefits for improving the recycling operations	2.1 Use a range of information to analyse and determine improvements.			
	2.2 Evaluate proposed improvements against company objectives.			
	2.3 Demonstrate the possible impact of proposed improvements on other elements of the activities.			
3. Produce project plans for implementing improvements to recycling activities	3.1 Produce a project plan for implementation based on the agreements reached.			
	3.2 Obtain the necessary approval in accordance with organisational procedures.			
4. Implement and evaluate improvements to recycling activities	4.1 Monitor implementation of the plan against the agreed specifications, schedules and budgets.			
	4.2 Rectify any deviations from the plan, specifications, schedules or budgets.			
	4.3 Resolve any problems in achieving the expected project outcomes.			
	4.4 Evaluate and review the changes and benefits introduced through the improvement plan.			
	4.5 Report on the evaluation and review to those people agreed within the project plan.			
5. Use and communicate data and information	5.1 Communicate the recommendations for improvements to those people who might be affected by the changes and invite their feedback.			
	5.2 Provide clear and sufficient information to those responsible for implementing the improvement plan.			

	5.3 Follow operational and organisational procedures for communicating information to other people.			
	5.4 Maintain records in accordance with operational and organisational requirements.			
6. Resolve problems that could affect the implementation and improvement of recycling activities	6.1 Resolve routine problems within the responsibility of the job role.			
	6.2 Refer problems and conditions outside the responsibility of the job role to the correct personnel.			
	6.3 Report to the correct personnel any situations that require additional intervention.			
7. Work in a manner which underpins effective performance	7.1 Demonstrate vigilance to potential risks and hazards.			
	7.2 Demonstrate the use of different leadership styles in response to individual circumstances.			
8. Understand the regulations, procedures and requirements for recycling	8.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	8.2 Explain the safe procedures for handling hazardous materials.			
	8.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	8.4 Describe organisational accident and incident recording and reporting procedures.			
9. Know how to implement improvements to recycling activities	9.1 Describe the legislation relating to health, safety and the environment.			
	9.2 Describe the company objectives.			
	9.3 Explain recent developments in technology and operating procedures and how they impact on the recycling industry.			
	9.4 State the current operating costs within own area of responsibility and how the costs are broken down.			
	9.5 State the costs of proposed improvements to include: a) capital b) installation c) running costs			
	9.6 Describe analytical methods and techniques used in preparing proposals.			
	9.7 Explain the impact of potential improvements on other aspects of activities.			



	9.8 Describe the reporting line procedures in terms of the following: a) project approval b) monitoring c) evaluation			
	9.9 Explain how to monitor the implementation of an improvement plan, including any problems that may be experienced along with the steps that could be taken to respond to these.			

## WM9: Manage improvements to waste management operations

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Identify and plan improvements to waste management operations	1.1 Monitor and evaluate operations at intervals to identify potential improvements.			
	1.2 Establish a system for personnel to make recommendations on improvements to systems and operations.			
	1.3 Evaluate the costs and benefits of potential improvements against company objectives.			
	1.4 Evaluate the potential impact of any proposed improvements on other aspects of site operations.			
	1.5 Prepare a project plan for implementing the agreed improvement proposal and get agreement with internal and external contacts.			
	1.6 Review Risk Assessments for any changed working practices created by the improvement.			
	1.7 Review the training records to ensure that all skills needed for the improvement can be met.			
2. Implement and evaluate improvements to waste management operation	2.1 Provide clear and sufficient information on the improvement plan to enable those responsible for implementing the plan to carry it out.			
	2.2 Monitor and ensure implementation of the plan against the agreed specifications, schedules and budget.			
	2.3 Manage activities to rectify any deviations from the plan, specifications, schedules or budget.			
	2.4 Evaluate project results against previous performance for expected costs, operational benefits and environmental impact.			
	2.5 Report the results of their evaluation in the agreed format and timescale.			
	2.6 Manage all procedures connected with the improvement to enhance or maintain the quality of the organisation's work.			
3. Use and communicate data and information	3.1 Present recommendations for improvements to colleagues and managers in ways which suit the type of information being given.			

	3.2 Communicate the programme of work and operational instructions to all people involved in or affected by the improvement.			
	3.3 Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention.			
4. Resolve problems which arise from managing improvements	4.1 Seek expert advice to resolve situations which are outside the responsibility of the job role.			
	4.2 Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the fulfillment of the proposed improvement.			
	4.3 Implement any additional training needs caused by the improvement.			
	4.4 Identify any problems in achieving the expected project outcomes and make contingency arrangements for their resolution.			
	4.5 Arrange for any sub standard work to be remedied.			
5. Understand the underpinning regulations, procedures and requirements for managing waste operations	5.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment.			
	5.2 Describe appropriately waste management legislation and guidance that is applicable to waste management sites.			
	5.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.			
	5.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.			
	5.5 Describe appropriately the organisational environmental policy and procedures applicable to the site.			
	5.6 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.			
	5.7 Describe appropriately the procedures for the proper management control of work activities on the site.			
6. Understand the specific regulation procedures and requirements for managing improvements	6.1 Describe appropriately the organisation's objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards.			
	6.2 Describe appropriately recent developments in technology and operating procedures within the waste management industry.			

to waste management operations	6.3 Describe appropriately the organisation's objectives and priorities for the management of the waste operations.			
	6.4 Describe appropriately the organisational procedures for the proper management control of work activities and the capital, installation and running costs of proposed improvements.			
	6.5 Describe appropriately the records required by legislation and by organisational procedures in relation to the operations of a waste management facility.			
	6.6 Describe appropriately the technical skills needed for the operations.			
	6.7 Describe appropriately the specific legislative requirements and guidance applicable to the waste operations.			
	6.8 Describe appropriately planning permission and the organisation's working plan for the site.			
	6.9 Describe appropriately the operating procedures for all machinery, plant and equipment used on the site.			
	6.10 Describe appropriately the storage, transportation, treatment and handling requirements for the waste types handled on the site.			
	6.11 Describe appropriately the records required by legislation and by company procedures in relation to the activities carried out at the site.			
	6.12 Describe appropriately the procedures for dealing with spillages.			
	6.13 Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used on the site.			
	6.14 Determine how to use cost benefit analysis methods and techniques.			
	6.15 Determine the current operating costs within the job role responsibility.			
	6.16 Determine techniques for monitoring and evaluating waste management operations.			
	6.17 Determine the importance of assessing the impact of potential improvements on other aspects of waste management operations.			
	6.18 Determine the reporting lines and procedures in relation to project approval, and its monitoring and evaluation.			



	6.19 Determine the importance of monitoring implementation of an improvement plan and how to deal with problems arising during implementation.			
	6.20 Determine the different types of waste and materials that could be handled at the site.			
	6.21 Determine how to complete all relevant paperwork.			
	6.22 Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit.			
	6.23 Determine the types, functions and limitations of waste handling equipment available for use on the site.			
	6.24 Determine how to use risk assessment and the identification of potential work-related hazards and difficulties.			
	6.25 Determine the potential hazards to safety, health and the environment arising from the activities carried out at the site.			
	6.26 Determine how to interpret process documentation and verify that the information is accurate and relates to the waste handled.			
	6.27 Determine how to communicate operational instructions orally and in writing.			
	6.28 Determine the importance of ensuring people's understanding of operational instructions and how to do this.			
7. Work in a manner which underpins effective performance	7.1 Be assertive in making decisions			
	7.2 Pursue accountability of staff for delegated responsibilities			
	7.3 Reflect critically on personal achievements to inform future actions.			

Option Group C

# SECTION 3 – Optional Unit Group C

## WM87: Manage the transfer of outputs and disposal of residues from treatment and recovery operations in the waste industry

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to manage the transfer of outputs and disposal of residues from waste treatment and recovery.	1.1 Implement systems and procedures for the transfer and transport of outputs and the disposal of residues.			
	1.2 Make arrangements for the supply of resources.			
	1.3 Identify hazards and minimise risks to health and safety.			
	1.4 Comply with legal and organisational requirements for reporting risks to health, safety and the environment.			
	1.5 Implement and maintain recording and information systems in accordance with legislative and organisational requirements.			
	1.6 Make arrangements for the safe loading of the outputs and residues from treatment and recovery processes.			
	1.7 Implement procedures and controls for the safe transfer of energy outputs from the treatment and recovery process.			
	1.8 Maintain the quality of the organisation's work by ensuring that all processes and procedures are adhered to.			
2. Be able to use and communicate data and information.	2.1 Make sure the programme of work and operational instructions are in line with organisational procedures.			
	2.2 Communicate the programme of work and operational instructions to all site personnel.			
	2.3 Ensure that documentation is completed and complies with legislation and organisational requirements.			
	2.4 Keep accurate records in accordance with legislative and organisational requirements.			
	2.5 Advise colleagues and managers about accidents, incidents and interruptions to work.			
	2.6 Maintain a record of training for all staff employed.			

3. Be able to resolve problems which arise from the transfer of outputs and disposal of residues from waste treatment and recovery.	3.1 Take steps to rectify any staff and transport shortages and equipment deficiencies.			
	3.2 Seek advice to resolve situations which are outside the responsibility of the job role.			
	3.3 Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures.			
4. Understand the regulation procedures and requirements for managing the transfer of outputs and disposal of residues from waste treatment and recovery operations.	4.1 Explain the legislation, regulation and codes of practice applicable to safety, health and the environment for waste management activities.			
	4.2 Explain management legislation and guidance that is applicable to waste management sites and for the transportation of wastes.			
	4.3 Describe the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.			
	4.4 Describe the regulatory requirements and company procedures for dealing with unauthorised wastes.			
	4.5 Explain the procedures for the proper management control of work activities on the site.			
	4.6 Describe the organisational environmental policy and procedures applicable to the site and the Duty of Care requirements for the organisation.			
	4.7 Explain the process of risk assessment to minimise hazards to personnel and the environment for the whole workplace.			
	4.8 Explain the organisational procedures for the management of personnel and work activities.			
	4.9 Explain the planning permission and the organisation's working plan for the site.			
	4.10 Describe the quality inspection and identification procedures and the handling requirements for the types of waste recovered at the site.			
	4.11 Describe the operating procedures for all machinery, plant and equipment used on the site.			
	4.12 Describe the onsite procedures for the management of storage of the outputs and residues from transfer processes.			
	4.13 Describe the records required by legislation and by company procedures in relation to the transfer and transport of recovered wastes and residues.			

	4.14 Describe the organisational procedures for transport operations and the supply and use of the transport resources required.			
	4.15 Describe procedures and documentation required for the transport of waste to comply with legislative requirements.			
	4.16 Describe the procedures for dealing with residues, out of specification recovered waste and any other rejects from the process.			
	4.17 Explain the regulations for the export of energy from the site and the controls required for the export process.			
	4.18 Describe the storage and handling implications for the recovered waste types produced on the site.			
	4.19 Describe the types, functions and limitations of waste handling equipment available for use on site.			
	4.20 Explain the importance of ensuring people's understanding of operational instructions and how to check understanding.			

## WM21: Manage the transfer of outputs and disposal of residues from biological treatment operations

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Manage the transfer of outputs and disposal of residues from biological treatment operations	1.1 Implement systems and procedures for the transfer and transport of outputs and the disposal of residues from biological treatment operations in accordance with legislative and organisational requirements.			
	1.2 Make arrangements for an adequate supply of materials, equipment and information needed to carry out the loading, and transport operations from the site.			
	1.3 Identify hazards and minimise risks to health, safety and the environment from output and residue transfer and transport operations and comply with legal and organisational requirements for reporting risks to health, safety and the environment.			
	1.4 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.			
	1.5 Make arrangements for the safe loading of the outputs and residues from the biological treatment processes.			
	1.6 Maintain the quality of the organisation's work by ensuring that all procedures and waste transfer and disposal processes are adhered to.			
2. Use and communicate data and information	2.1 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.			
	2.2 Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given.			

	2.3 Ensure that transport documentation for all materials leaving the site is completed accurately and complies with legislation and organisational requirements.			
	2.4 Keep accurate records of all outputs and residues leaving the site in accordance with legislative and organisational requirements.			
	2.5 Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention.			
	2.6 Maintain a record of training for all staff employed on transfer, recovery and transport operations on the site.			
	2.7 Implement and maintain a system to record testing and analysis data on outputs.			
	2.8 Prepare data sheets to inform users of the composted outputs about the characteristics of the material.			
3. Resolve problems which arise from the transfer of outputs and disposal of residues from biological treatment operations	3.1 Take action to rectify any staff or transport shortages, equipment deficiencies or external causes that prevent the transfer, transport or disposal of outputs and residues.			
	3.2 Seek expert advice to resolve situations which are outside the responsibility of the job role.			
	3.3 Formulate procedures for dealing with spillages on site and ensure that staff understand.			
	3.4 Make arrangements for alternative transport and recipients for outputs and residues when existing arrangements are not available.			
	3.5 Make arrangements for reprocessing or the disposal of outputs that have failed to meet the prescribed standards for the site.			
4. Understand the underpinning regulations, procedures and requirements for managing waste operations	4.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment.			
	4.2 Describe appropriately waste management legislation and guidance that is applicable to waste management sites.			
	4.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.			
	4.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.			
	4.5 Describe appropriately the organisational environmental policy and procedures applicable to the site.			

	4.6 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.			
	4.7 Describe appropriately the procedures for the proper management control of work activities on the site.			
Understand the specific regulation procedures and requirements for the transfer of outputs and disposal of residues from biological treatment operations	5.1 Describe appropriately the biological treatment standards and regulatory requirements to be met for recognition of product status for the outputs.			
	5.2 Describe appropriately the organisational procedures for the management of personnel and work activities.			
	5.3 Describe appropriately the specific legislative requirements and guidance applicable to the transfer and transport of waste from the site.			
	5.4 Describe appropriately planning permission and the organisation's working plan for the site.			
	5.5 Describe appropriately the quality inspection and identification procedures and the handling requirements for the outputs from the site.			
	5.6 Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for loading recovered wastes and residues.			
	5.7 Describe appropriately the onsite procedures for the management of storage of the outputs and residues from biological treatment processes.			
	5.8 Describe appropriately the records required by legislation and by company procedures in relation to the transfer and transport of recovered wastes and residues.			
	5.9 Describe appropriately the procedures for dealing with spillages.			
	5.10 Describe appropriately the organisational procedures for transport operations and the supply and use of the transport resources required.			
	5.11 Describe appropriately the procedures and documentation required for the transport of waste to comply with legislative requirements and guidance.			
	5.12 Describe appropriately the procedures for dealing with residues, out of specification composted materials and any other rejects from the process.			



	5.13 Determine the storage and handling implications for the output materials produced on the site.			
	5.14 Determine the types, functions and limitations of waste handling equipment available for use on the site.			
	5.15 Determine the lifting and handling techniques that are suitable for the outputs and residues that are being transported from the site.			
	5.16 Determine how to use risk assessment and the identification of potential work-related hazards and difficulties.			
	5.17 Determine the potential hazards to safety, health and the environment arising from the loading and transport of outputs and residues from the site.			
	5.18 Determine how to interpret process documentation and verify that the information is accurate and relates to the recovered wastes and residues.			
	5.19 Determine how to communicate operational instructions orally and in writing.			
	5.20 Determine the importance of ensuring people's understanding of operational instructions and how to check understanding.			
6. Work in a manner which underpins effective performance	6.1 Encourage others to develop themselves.			
	6.2 Apply integrity, fairness & consistency in decision making.			
	6.3 Use different leadership styles depending on individual.			

# SECTION 4 – Optional Unit Group D

## MSCE1: Manage a budget for own area or activity of work

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

## WM90: Managing finance in an energy and utilities environment (please refer to guidance on page 5)

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to contribute to the organisations financial planning and management agreements, processes and procedures.	1.1 Evaluate historic data and information to inform future financial funding needs.			
	1.2 Manage the expectations, needs and interests of stakeholders.			
	1.3 Identify and act on consequences of changes in the organisations financial status, plans and forecasts.			
	1.4 Act within the limits of your authority.			
	1.5 Work with people and organisations that provide support.			
	1.6 Identify potential risks.			
	1.7 Act when plans and circumstances change and adjust plans and activities accordingly.			
	1.8 Consult with the organisation and stakeholders on proposals and recommendations for obtaining additional finance.			
	1.9 Estimate the full cost of obtaining finance from providers.			
	1.10 Monitor and assess the ongoing effectiveness of financial agreements.			
	1.11 Evaluate the costs, benefits and risks of different types and providers of finance.			
	1.12 Make sure the views and expectations of stakeholders are taking into account when obtaining finance.			
2. Understand financial planning and management principles.	2.1 Explain the importance of submitting clear proposals or bids or applications to potential providers of finance.			
	2.2 Describe the type and scope of formal agreements that should be put in place with providers of finance.			
	2.3 Explain the changes that might need to be made to agreements for additional finance.			
	2.4 Describe the different types and providers of finance used by the organisation.			

	2.5 Explain potential types and providers of finance and their associated costs, benefits and risks.			
	2.6 Describe the funding criteria that must be met when applying for grants.			
	2.7 Explain the vision, objectives and plans of the organisation.			
	2.8 Describe the process for submitting proposals, bids and applications for finance and how they have been progressed.			
	2.9 Interpret formal agreements with providers of additional finance to the organisation.			
	2.10 Explain the different types of contingency plans that need to be put in place in relation to additional finance.			
	2.11 Describe the specialist financial expertise currently used by your organisation and other potential sources of expertise.			
	2.12 Explain the systems in place for monitoring the effectiveness of the agreements for additional finance and identifying changes to agreements and improvements for the future.			
	2.13 Explain where ethical concerns exist.			
	2.14 describe what grants are available to enhance financial planning.			
	2.15 Explain how to evaluate information in order to identify an organisation's requirement for additional finance.			
	2.16 Describe the legal requirements, industry regulations, organisational policies and professional codes relating to financial planning and management.			

# SECTION 5 – Optional Unit Group E

## WM24: Manage and maintain effective systems for responding to emergencies

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

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



	4.7 Describe appropriately the organisational procedures for the proper management control of work activities on customer's sites.			
	4.8 Describe appropriately the records required by legislation and by organisational procedures in relation to the services provided.			
	4.9 Describe appropriately the specific legislative requirements and guidance applicable to the site and for collection and transport of waste.			
	4.10 Describe appropriately the records required by legislation and by company procedures in relation to the activities carried out to provide the service.			
	4.11 Describe appropriately the procedures for dealing with spillages.			
	4.12 Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used when providing the service.			
	4.13 Determine the importance of customer and workplace feedback and how to respond.			
	4.14 Determine how to evaluate feedback in terms of impact on operations.			
	4.15 Determine the importance of monitoring implementation of a service to a customer and how to deal with problems arising during implementation.			
	4.16 Determine the different types of waste and materials that could be handled by the service provided.			
	4.17 Determine how to complete all relevant paperwork.			
	4.18 Determine the technical skills needed for the services provided.			
	4.19 Determine how to ensure that relevant staff has the required skills to provide a service and what to do in response to a perceived skills deficit.			
	4.20 Determine the storage and handling implications for the waste types handled when providing a service.			
	4.21 Determine the types, functions and limitations of waste handling equipment available for use on the service.			
	4.23 Determine how to use risk assessment and the identification of potential work-related hazards and difficulties.			



	4.24 Determine the potential hazards to safety, health and the environment arising from the activities carried out to provide the service.			
5. Work in a manner which underpins effective performance	5.1 Encourage others to develop themselves.			
	5.2 Apply integrity, fairness & consistency in decision making.			
	5.3 Use different leadership styles depending on the individual.			

## RA3420: Manage systems for responding to emergencies during recycling activities

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Manage emergency plans and procedures	1.1 Review emergency systems and procedures to make sure they provide a response to emergencies.			
	1.2 Implement improvements as required.			
	1.3 Maintain continuous availability and serviceability of emergency equipment.			
	1.4 Communicate emergency plans and procedures to correct people.			
2. Maintain response to emergencies	2.1 Make provision for practices and drills to be carried out routinely.			
	2.2 Involve all personnel in improving emergency procedures and practices.			
	2.3 Evaluate recommendations from accidents, incidents and near misses and make improvements to the emergency plan and its procedures.			
3. Use and communicate data and information	3.1 Report environmental incidents promptly and accurately in accordance with approved procedures and practices.			
	3.2 Report promptly, to the correct people, unsound environmental practices.			
	3.3 Follow operational and organisational procedures for communicating information to other people.			
	3.4 Maintain records in accordance with operational and organisational requirements.			
	3.5 Check with correct personnel any circumstance where information appears to be incorrect.			
	4.1 Resolve routine problems within the responsibility of the job role.			

4. Resolve problems that could affect the response to emergencies	4.2 Refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures.			
5. Work in a manner which underpins effective performance	5.1 Demonstrate vigilance to potential risks and hazards.			
	5.2 Demonstrate encouragement and support for others.			
6. Understand the regulation procedures and requirements for recycling	6.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	6.2 Explain the safe procedures for handling hazardous materials.			
	6.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	6.4 Describe organisational accident and incident recording and reporting procedures.			
7. Know how to carry out emergency procedures	7.1 Explain the application of relevant legislation.			
	7.2 State the types and uses of emergency equipment.			
	7.3 State health and safety requirements.			
	7.4 Explain how to review emergency procedures.			
	7.5 Explain how to design and produce emergency systems and procedures.			
	7.6 Explain the handling implications of recyclables.			
	7.7 Explain how to introduce and establish emergency practices and drills.			
	7.8 Describe the procedures for setting targets for practices and drills.			
	7.9 Explain how to evaluate performance against targets.			
	7.10 Explain how to use the evaluation of drills and practices in reviewing emergency procedures.			
	7.11 Explain how to develop emergency plans and procedures.			
	7.12 Explain how to develop a culture of safe working.			
	7.13 Describe ways of communicating for different purposes and situations.			

## WM88: Manage assets and the maintenance strategy in an energy and utilities environment

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to develop a maintenance strategy.	1.1 Develop a maintenance strategy that incorporates the following: <ul style="list-style-type: none"> <li>• Planning</li> <li>• Recording</li> <li>• Monitoring</li> <li>• Auditing</li> <li>• Tracking</li> <li>• Controlling facility maintenance</li> </ul>			
	1.2 Agree the maintenance strategy with stakeholders.			
	1.3 Ensure systems are in place for identifying and managing different maintenance schedules.			
	1.4 Identify and document risks and priorities in the organisational continuity plan.			
2. Be able to implement a planned maintenance programme.	2.1 Implement the maintenance programme, communicating it to all stakeholders.			
	2.2 Make sure that regular inspections are carried out according to maintenance schedules.			
	2.3 Monitor KPIs using the findings from inspections.			
	2.4 Seek to identify areas for improvement in maintenance schedules.			
	2.5 Record monitoring outcomes in agreed format and report to responsible person.			
3. Be able to control maintenance works.	3.1 Control maintenance works and projects with the aim of meeting KPIs.			
	3.2 Control costs to achieve best value in asset management.			
4. Understand the organisation's policies	4.1 Describe the organisation's business objectives and priorities.			
	4.2 Detail the organisation's portfolio of property and facilities and other assets relevant to the delivery of facilities management services.			

and procedures for managing assets.	4.3 Describe the organisation's procedures for recording and reporting the outcomes of monitoring activities.			
5. Understand how to manage assets.	5.1 Explain the procedure for developing an inspection schedule.			
	5.2 Detail what an inspection schedule should contain.			
	5.3 Outline the key responsibilities for implementing maintenance schedules.			
	5.4 Explain the importance of maintaining an up to date inventory of assets and components.			
	5.5 Evaluate how to identify areas for developing and updating the maintenance strategy.			
	5.6 Detail the risks associated with the schedule and their potential impact on business continuity.			
	5.7 Explain the importance of documenting risks in the organisation's continuity plan.			
	5.8 Explain how information gathered from monitoring activities is used to monitor and analyse KPIs.			
	5.9 Detail the corrective actions that could be taken to improve performance in meeting KPIs.			
	5.10 Explain the impact that failures in the KPI system could have on the cost implications and payment mechanisms of a contract.			
	5.11 Detail the available controls to manage costs to obtain best value.			
6. Understand the monitoring and controls which apply to managing assets.	6.1 Explain the term 'asset lifecycle'.			
	6.2 Explain how to calculate lifecycle costs.			
	6.3 Describe the importance of taking into account lifecycle costs when overseeing works and maintenance.			
	6.4 Explain the approved methods for collecting the information required for the monitoring activities.			

## RA3424: Control maintenance and other engineering operations for recycling activities

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

	2.3 Review the frequency, nature and causes of breakdowns regularly and use the information to resolve the problems and prevent failures.			
	2.4 Follow organisational procedures for communicating information to other people.			
	2.5 Maintain records in accordance with organisational requirements.			
	2.6 Check with correct personnel any circumstance where information appears to be incorrect.			
3. Resolve problems that could affect maintenance and other operation	3.1 Resolve routine problems within the responsibility of the job role.			
	3.2 Refer problems and conditions outside the responsibility of the job role to the correct personnel using organisational procedures.			
	3.3 Report to the correct personnel any situations that require additional intervention.			
4. Work in a manner which underpins effective performance	4.1 Demonstrate vigilance to potential risks and hazards.			
	4.2 Demonstrate encouragement and support for others.			
5. Understand the regulation procedures and requirements for recycling	5.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	5.2 Explain the safe procedures for handling hazardous materials.			
	5.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	5.4 Describe organisational accident and incident recording and reporting procedures.			
6. Know how to control maintenance and other engineering operations	6.1 Describe the legislation applicable to maintenance and other engineering activities.			
	6.2 Describe the maintenance activities required for the plant, systems, equipment, vehicles, buildings and structures for own area of responsibility.			
	6.3 Describe the requirements for statutory testing of equipment and operator certificates.			



	6.4 Describe the time and resources needed for the required maintenance activities.			
	6.5 Describe the factors to be taken into account when scheduling maintenance activities, including any insurance company requirements.			
	6.6 Explain what difficulties might occur when implementing maintenance activities and what should be included in contingency plans.			
	6.7 Describe the importance of checking people's understanding of instructions.			
	6.8 Describe the technical skills needed for the maintenance and engineering activities carried out on own site, how to check that the people involved have the required skills and what to do in response to a perceived skills deficit.			
	6.9 Explain the system for allocating contracts and permits to work and own role and responsibility in relation to these.			
	6.10 Describe the terms and conditions of contracts for own area of responsibility, including any insurance policy conditions regarding contract work.			
	6.11 Explain the quality assurance systems that are being used for the maintenance and other engineering activities.			
	6.12 Describe the organisational procedures and legal requirements for environmental protection and safe working practices.			
	6.13 Describe the importance of enforcing procedures for quality, safety and environmental protection and the actions to take in response to deviations from these.			
	6.14 Describe the organisational or site procedures and requirements for reporting faults and initiating repairs.			
	6.15 Describe the factors that increase the likelihood of breakdowns and action to take to prevent or reduce these, including the relationship between breakdowns and planned maintenance.			



	6.16 Describe the organisational procedures for implementation, control and completion of contracts.			
	6.17 Describe the recording systems used for maintenance schedules and records, permits to work and other contract information.			
	6.18 Describe the safe handling procedures.			

## RA3427: Award contracts for the supply of recycling activities

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare the invitation to tender for the supply of recycling activities	1.1 Agree with own team details of the services or goods required.			
	1.2 Agree and record the criteria for the selection of contractors.			
	1.3 Prepare the draft contract documentation to meet organisational policy and legal requirements and which includes cancellation procedures.			
	1.4 Take account of comments from others and modify the contract tender documentation.			
	1.5 Offer within the draft contract adequate protection and acceptable risk regarding default.			
	1.6 Include in the draft contract criteria for successful performance and payment procedures.			
	1.7 Prepare tenders and circulate to potential suppliers.			
	1.8 Provide additional information to potential suppliers as required.			
2. Evaluate tender bids	2.1 Administer bids as required by legislation and organisational procedures.			
	2.2 Evaluate bids against selection criteria.			
	2.3 Consult with others and recommend which supplier should be offered the contract.			
3. Place the contract for the supply of recycling activities	3.1 Obtain authorisation for the contract before sending it to the supplier with a requirement for its receipt to be acknowledged.			
	3.2 Make the contract offer.			
	3.3 Resolve contract queries from the supplier.			
	3.4 Make sure all contract documentation is complete and accurate.			
	3.5 Communicate and distribute contract details to the correct people.			
4. Use and communicate data and information	4.1 Report environmental incidents in accordance with organisational procedures and practices.			
	4.2 Report promptly, to the correct people, unsound environmental practices.			

	4.3 Follow operational and organisational procedures for communicating information to other people.			
	4.4 Maintain records in accordance with organisational requirements.			
	4.5 Check with correct personnel any circumstance where information appears to be incorrect.			
5. Manage problems that could affect the supply of goods or services	5.1 Manage day-to-day problems within the responsibility of the job role.			
	5.2 Refer problems and conditions outside the responsibility of the job role using organisational procedures.			
	5.3 Report any situations that require additional intervention.			
	5.4 Report pollution incidents to the correct people.			
6. Work in a manner which underpins effective performance	6.1 Demonstrate vigilance to potential risks and hazards.			
	6.2 Demonstrate the use of different leadership styles in response to individual circumstances.			
7. Understand the regulation procedures and requirements for recycling	7.1 Describe the main responsibilities of the employer and employee under the 'Health and Safety at Work etc Act 1974'.			
	7.2 Explain the safe procedures for handling hazardous materials.			
	7.3 State the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.			
	7.4 Describe organisational accident and incident recording and reporting procedures.			
8. Know how to award contracts	8.1 Explain the contract law associated with selecting contractors.			
	8.2 Explain the organisational procedures for contracting recycling activities.			
	8.3 Explain the principles of management of contracted supply.			
	8.4 Explain organisational objectives and required terms and conditions for contracts.			
	8.5 Explain how to prepare contracts for new and continuing business.			
	8.6 Describe the procedures for administering tender bids and organisational policy on the acceptance of tender bids using selection criteria.			
	8.7 Explain contract terms and conditions including required conditions of supply and suppliers production and delivery timescales.			
	8.8 Explain how to complete and place a contract including obtaining authorisation.			



	8.9 Explain the process for resolving queries with a contractor.			
	8.10 Describe the procedure for distributing contract details.			
	8.11 Explain any coding systems used by the organisation.			

## WM89: Prepare for and facilitate an inspection visit at your organisation from regulatory bodies in an energy and utilities environment

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to plan for an inspection visit from a regulatory body.	1.1 Plan arrangements and allocate resources for an inspection visit: <ul style="list-style-type: none"> <li>• Issues to be considered</li> <li>• Areas for review</li> <li>• Staff to be interviewed</li> <li>• Documentation required</li> </ul>			
	1.2 Prepare documentation and brief staff regarding their responsibilities during the visit.			
	1.3 Make sure senior management understand the importance of preparing for the visit.			
	1.4 Prepare and support staff who may be subject to an interview during the inspection visit.			
2. Be able to facilitate an inspection visit from a regulatory body.	2.1 Facilitate the inspection process.			
	2.2 Seek feedback from the visiting audit team.			
	2.3 Review and comment on the visit report and make clarifications prior to the final report.			
	2.4 Review and implement agreed recommendations.			
3. Understand the regulatory environment.	3.1 Explain the requirements for regulation in your organisation, including: <ul style="list-style-type: none"> <li>• Any individuals who need to be interviewed</li> <li>• Scope of authorisation for undertaking regulated activity</li> </ul>			
	3.2 Describe the impact that changes in regulation have on your organisation.			
	3.3 Explain how international regulation impacts on your organisation.			
	3.4 Explain how compliance is enforced by the regulatory bodies and the sanctions and disciplinary actions they can take.			
	4.1 Explain the relationship between the organisation and the regulatory body.			

4. Understand compliance within your organisation.	4.2 Explain the importance of a compliance culture within your organisation.			
	4.3 Detail the products and services supplied by your organisation and the compliance issues associated with them.			
5. Understand how to prepare for an inspection from a regulatory body.	5.1 Explain the regulatory requirements that apply to your organisation.			
	5.2 Explain how to prepare for an inspection visit, including: <ul style="list-style-type: none"> <li>• Required resources from those available</li> <li>• Information required for the visit</li> </ul>			
	5.3 Explain how to minimise disruption to business operations whilst satisfying the requirements of the visiting team.			
	5.4 Describe the regulatory body's approach to monitoring visits.			
	5.5 Describe how to decide which staff will be involved in the process.			
	5.6 Explain how support will be given to staff involved in the process.			
	5.7 Explain the importance of staff being co-operative during an inspection visit.			
6. Understand how to facilitate an inspection from a regulatory body.	6.1 Explain the importance of liaising with the regulatory body's visiting team during a visit.			
	6.2 Explain the importance of clarifying any misunderstandings by the regulatory body's visiting team prior to a final report being issued.			
	6.3 Explain the importance of reviewing and implementing recommendations made by the regulatory body.			

## WM10: Generate and retain waste and resource management business

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



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

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

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

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

## OP3: Recruit people for your business

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand how to set recruitment requirements for a possible job vacancy in your business	1.1 Identify the tasks, skills, knowledge and abilities required for a possible job vacancy and decide which should be essential or preferred			
	1.2 Prepare a suitable job description and person specification for the job role			
	1.3 Set suitable terms and conditions of employment for the vacancy, checking that they are in line with your business needs and current legal requirements			
2. Understand how to advertise for a possible job vacancy in your business	2.1 Evaluate different methods and costs of advertising the job vacancy and select the most appropriate and cost effective method			
	2.2 Choose a potential provider for the advertisement and explain how to negotiate terms			
	2.3 Prepare an advertisement that is likely to attract applicants and which includes appropriate information, terms and conditions			
3. Understand how to implement and evaluate the effectiveness of a recruitment process	3.1 Assess different methods of testing applicants and choose the best methods for the job vacancy making sure the process is fair, legal and valid			
	3.2 Identify suitable criteria for short listing and selecting applicants for a job interview			
	3.3 Prepare the interview questions, draw up a plan for the interviewers, and make sure that the selection criteria are understood by them			
	3.4 Carry out interviews and evaluate the effectiveness of all aspects of the selection process			

## WM91: Manage site biosecurity and personal hygiene

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to implement site biosecurity and personal hygiene measures.	1.1 Assess the effectiveness of hygiene procedures and measures.			
	1.2 Implement cleaning and hygiene procedures and measures.			
	1.3 Assess the effectiveness of procedures to manage the safe storage of chemicals.			
	1.4 Implement procedures for the cleaning and safe storage of equipment.			
	1.5 Assess the effectiveness of procedures to manage the provision of suitable on-site warning signs where required.			
	1.6 Implement procedures to manage the provision of suitable on-site warning signs.			
	1.7 Implement measures to control infestation and contamination.			
2. Be able to manage site biosecurity and personal hygiene measures.	2.1 Make sure that procedures comprising aspects of hygiene, cleaning and storage of chemicals and equipment meet legal and organisational requirements.			
	2.2 Make sure that cleaning equipment is selected and used in accordance with organisational requirements.			
	2.3 Monitor the safe use of chemicals.			
	2.4 Make sure site personnel follow hygiene procedures when entering and leaving the site.			
	2.5 Make sure equipment is clean and stored safely when not in use.			
	2.6 Make sure warning signs are used when required.			
	2.7 Resolve instances of infestation and contamination in line with organisational procedures.			
	2.8 Make sure working methods comply with organisational health and safety requirements.			
	2.9 Record and report all concerns regarding hygiene.			
3.1 Explain the importance of site biosecurity.				

3. Understand requirements for site biosecurity and hygiene.	3.2 Describe the hygiene requirements for people and vehicles entering and leaving the site.			
	3.3 Detail the methods used for cleaning and disinfecting the site.			
	3.4 Explain the methods used for chemical use on site, to include: <ul style="list-style-type: none"> <li>• Safe handling</li> <li>• Use of chemicals</li> <li>• Storage</li> <li>• Record Keeping</li> </ul>			
	3.5 Identify warning signs used on site and explain their usage.			
	3.6 Explain how to identify signs of rodent, pest infestation and other contamination.			
	3.7 Detail the records required by the organisation for site biosecurity.			
	3.8 Explain the organisational requirements for site personal hygiene.			
	3.9 Explain why it is important to follow organisational requirements for site personal hygiene and the possible consequences of not following them.			
	3.10 Describe how contamination and cross contamination could occur.			
	3.11 Explain the possible consequences for human health of contamination and cross contamination.			

## AO Guidance Note 1

- Level 4 Diploma in Systems and Operations Management (GLH:573)  
**or**
- Level 4 Diploma in Systems and Operations Management: Small Scale Operations ( GLH:561)

### Guided Learning Hours

The guided learning hours provided for the above qualifications are estimates based on average learners with some experience of the waste and resource management industry, or managerial/supervisory experience, reasonably capable of achieving a Level 4 qualification. GLH is the amount of time the average learner is expected to spend in *supervised learning and practice*, but may vary by learner.

Compliance with the Specification of Apprenticeship Standards for England (SASE) and Wales (SASW) is a statutory requirement of the Apprenticeships, Skills, Children and Learning Act (2009) and actual GLH figures should be able to be evidenced.

The SASE/SASW require that for use of these qualifications as part of the Advanced Apprenticeship in Sustainable Resource Management, 30% of the guided learning hours are to be delivered outside of the working environment.

This means that learners will be away from the pressures of the job role, though they may still be on-site in a suitable room/building that can be used for 'classroom' style learning.

In practical terms, this means that learners undertaking these qualifications will spend approximately 170 GLH in 'off-the-job' learning from a total of 573 GLH. Figures are an estimation based on average learners.

### Knowledge and Competence

There is a notional 50/50 split (variance is contingent on individual unit choices) within the Systems and Operations Management qualifications between knowledge and competence standards.

The Apprenticeship will involve practical assessments (such as observations supported by verbal discussions) and underpinning knowledge (such as taught and tested sessions, short answer questions and assignments). Learners will be undertaking assessments suited to both knowledge and skills. Centres must therefore be confident of the learners' capability to successfully undertake both knowledge and skills assessment.

The verbs used in the assessment criteria will point Centres toward either assessment of skills/competence or knowledge/understanding. Centres must ensure that learner capabilities meet the requirements of the language used in the standards, and assess appropriately, to provide evidence which is relevant.



### Learner Suitability

There are no formal entry requirements for learners undertaking these qualifications; however, Centres must be confident that learners have the potential and opportunity to successfully achieve the qualifications. Centres will need to make an initial assessment and possibly a diagnostic of learners' skills needs and strengths prior to registration to ensure that the level is appropriate. Centre personnel who undertake the initial and diagnostic assessments must be familiar with the qualification content and base their discussions with learners around their abilities to complete tasks required as part of the qualification.

Centres must also identify;

- Any specific training needs that the learner may have, and the support and guidance which may be required whilst undertaking the qualification.
- Any units the learner may have already completed.

Whilst there are no formal entry requirements, literacy and numeracy skills will be required by learners in the completion of assessment and should be sufficiently developed to support assignments and work at level 4/5. It is important to note that successful completion of these qualifications requires both knowledge and competence elements, and this must be considered when assessing the suitability of learners.

For the advanced apprenticeship there is no formal requirement for learners to complete functional skills assessments. However, in order to achieve the advanced apprenticeship, we recommend learners should be able to demonstrate literacy and numeracy skills at or above Level 2.

### Learner Availability and Employer Support

To ensure learners are given reasonable opportunity to be successful in achieving the qualification, employers must be made fully aware of their responsibility for making learners available to assessors and tutors. Employers should also be aware of the demands of the qualification on employee time, and requirements for 'off-the-job' training and 'on-the-job' support.

Employees undertaking the qualification should be in a position to reasonably have the time and opportunity to become competent and knowledgeable in the areas outlined in the qualification standards (curriculum). On-the-job assessment by means of observation and question and answer will require employees to be competent in the roles that are described within the qualification units. In instances where the apprenticeship is part of a learner's progression within an organisations structure, the individual may need to be observed (possibly on a temporary basis) in a supervisory/managerial role outside of their normal current employment level.

WAMITAB recommends that Centres develop and use agreements with employers to design and implement learning and assessment plans for employees at the beginning of the delivery programme.

### Delivery Personnel

The following guidance relates only to the two named units from within the CIWM WAMITAB Level 4 Diploma in Systems and Operations Management, and the same qualification for Small Scale Operations;

- Managing Finance in an Energy and Utilities Environment
- Manage Assets and the Maintenance Strategy in an Energy and Utilities Environment

These units must be assessed and internally quality assured by persons who are familiar with the contents of the units, and have an operational understanding of their application in a waste and resource management environment.

Experience of managing assets, strategy and working with financial data and information is desirable and can be evidenced by curriculum vitae or relevant qualification certificates. However, where this experience is not able to be demonstrated by the qualified and appointed assessor or internal quality assurer, the Centre must demonstrate the supplementary support that will be provided to those responsible for assessment and internal quality assurance, by relevant occupationally competent supervisors, team leaders or managers.

These persons may act as technical advisors to the appointed assessors and quality assurers to ensure that a consistent and fair indication of learner achievement is able to be made, and must sign within the portfolio noting that they are the appointed technical advisor and that their expertise has been verified by the Centre.

External Quality Assurers reserve the right to request the Centre to provide evidence of robust procedures to identify and appoint technical advisors, and to make independent checks on the suitability of technical advisors during portfolio sampling.

### Apprenticeship Framework

Centres must ensure that they are using the latest version of CIWM's Apprenticeship Framework guidance document, which is available on CIWM's website. As at 20<sup>th</sup> June 2015 it is version 8.

### Qualification Structure

Learners will not be awarded units more than once. The unit 'Recruit People for your Business' appears in both the mandatory and optional group E units for the Level 4 Diploma in Systems and Operations Management: Small Scale Operations. Learners will not be able to use the optional version towards achievement of the qualification, as the unit will already have been awarded for the mandatory group.

## AO Guidance Note 2

The following guidance relates only to the named unit from within the CIWM WAMITAB Level 4 Diploma in Systems and Operations Management, and the same qualification for Small Scale Operations;

- Monitor and maintain the quality of treatment processes in an energy and utilities environment

Assessment criteria 5.3 within this unit ('Describe how return liquors and biogas generated from the process are handled') should be read as 'Describe how outputs generated from the process are handled.' This captures a wider range of situations, and can be more easily contextualised to the learner's site and experience.

## Appendix 1: Qualifications Summary

Learners must complete a total of 15 units to achieve the qualification. Learners must complete all mandatory units. Learners must then complete one unit from each of the Option Groups B, C, D and E.

### Mandatory Group A

Ofqual Code	Unit Title	Level	CIWM Code
H/601/6687	Conduct a health and safety risk assessment of the workplace	3	HSS6
R/502/6363	Manage and plan an operational area within an organisation	5	RA334b
H/600/9674	Plan, allocate and monitor work in own area of responsibility	4	MSCD6
M/600/9662	Work productively with colleagues and stakeholders	5	MSCD2
M/600/9676	Support learning and development within own area of responsibility	4	MSCD7
L/602/2077	Ensure responsibility for actions to reduce risks to health and safety	3	HSS1W
L/602/0538	Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials	4	RA3429
T/504/7304	Monitor and maintain the quality of treatment processes in an Energy and Utilities Environment	4	WM86
K/600/9711	Manage physical resources	4	MSCE8
K/602/1423	Procedural compliance	4	WM23
Y/602/1062	Provide leadership in area of responsibility	5	WS05

### Option Group B

Ofqual Code	Unit Title	Level	CIWM Code
F/602/0553	Identify and implement improvements to recycling activities	4	RA3421
K/602/1504	Manage improvements to waste management operations	4	WM9

### Option Group C

Ofqual Code	Unit Title	Level	CIWM Code
R/504/7309	Manage the transfer of outputs and disposal of residues from treatment and recovery operations in the waste industry	4	WM87
Y/602/1417	Manage the transfer of outputs and disposal of residues from biological treatment operations	4	WM21

**Option Group D**

Ofqual Code	Unit Title	Level	CIWM Code
A/600/9695	Manage a budget for own area or activity of work	5	MSCE1
J/504/7307	Managing finance in an Energy and Utilities Environment	4	WM90

**Option Group E**

Ofqual Code	Unit Title	Level	CIWM Code
M/602/1424	Manage and maintain effective systems for responding to emergencies	4	WM24
L/602/0555	Manage systems for responding to emergencies during recycling activities	3	RA3420
A/504/7305	Manage assets and the maintenance strategy in an Energy and Utilities environment	4	WM88
H/602/0528	Control maintenance and other engineering operations for recycling activities	4	RA3424
D/602/0544	Award contracts for the supply of recycling activities	4	RA3427
F/504/7306	Prepare for and facilitate an inspection visit at your organisation from regulatory bodies in an Energy and Utilities environment	3	WM89
H/602/1503	Generate and retain waste and resource management business	3	WM10
T/500/4601	Recruit people for your business	3	OP3
L/504/7308	Manage site bio-security and personal hygiene	3	WM91

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