CIWM (WAMITAB) Level 2 Diploma for Sustainable Waste Management Operative (Team Leader)

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

Name

CIWM Learner Number

Registration Date

Enrolment Date

Centre Name

Centre Address

Centre Contact

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 for employees working, or aspiring to work in team leader roles on waste management sites. This qualification supports direct entry to the waste and resource management industry for a range of job roles.

Who is it for?

- New entrants to the industry
- Team leaders and supervisors
- Apprentices
- 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 people seeking entry to the waste and resource management sector, or those who are already working and require evidence of their competence as a team leader. It is a flexible qualification that can be tailored to meet the requirements of specific job roles in the sector or within a particular organisation – these job roles include:

- Waste/ recycling operative
- Transfer station operative
- Household waste recycling operative
- Waste/ recycling collection driver
- Compost operative
- Team leader

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

What do I need to achieve?

To achieve this, qualification you must complete all of the units in Group A (the mandatory group). You must also choose two units from Group B.

Mandatory Units
- Work with others to improve customer service – ICSD8
- Conforming to productive working practices in the workplace – CS642
- Maintain a healthy and safe working environment for waste management activities – WO1
- Working with other people – WO2
- Contribute to the sustainability, maintenance and preservation of the environment – WO29
- Comply with emergency procedures on waste management activities – WO3
- Set objectives and provide support for team members – MSCB5
- Plan, allocate and monitor work of a team – MSCD5

Optional Units (Group B)
- Maintain the security of waste management facilities – WO13
- Conduct environmental monitoring on a waste management facility – WO23
- Support customer service improvements – C&G017
- Manage own professional development within an organisation – MSCA2
- Participate in meetings – MSCD12
- Support learning and development within own area of responsibility – MSCD7
- Contribute to the provision of customer service in a waste environment – WM67
- Validation of waste – WO10
- Acceptance of waste – WO11
- Oversee waste process operations – WO25
- Exchange responsibility for control of waste processing operations – WO27
- Contribute to maintaining sustainable development and environmental good practice at work – WO33
- Manual handling, lifting and moving of loads in a waste environment – WO38
- Control the risk from vehicle and plant movements on waste management facilities – WO7
- Maintain the condition of waste process equipment – WO26
- Generate and retain waste and resource management business – WM10
- Review the quality of customer service – ICSB14

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

External Quality Assurer
An external quality assurer 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 with 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 CIWM 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
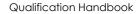- Your qualification workbook
- CIWM

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.

CIWM | **Qualifications**

SECTION 1 –
Mandatory Unit Group

ICSD8: Work with others to improve customer service

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	**Assessment Criteria**			
1. improve customer service by working with others	1.1 contribute constructive ideas for improving customer service			
	1.2 identify what they have to do to improve customer service and confirm this with others			
	1.3 agree with others what they have to do to improve customer service			
	1.4 co-operate with others to improve customer service			
	1.5 keep their commitments made to others			
	1.6 make others aware of anything that may affect plans to improve customer service			
2. monitor their own performance when improving customer service	2.1 discuss with others how what they do affects customer service performance			
	2.2 identify how the way they work with others contributes towards improving customer service			
3. monitor team performance when improving customer service	3.1 discuss with others how teamwork affects customer service performance			
	3.2 work with others to collect information on team customer service performance			
	3.3 identify with others how customer service teamwork could be improved			
	3.4 take action with others to improve customer service performance			
4. understand how to work with others to improve customer service	4.1 describe who else is involved either directly or indirectly in the delivery of customer service			
	4.2 describe the roles and responsibilities of others in their organisation			
	4.3 describe the roles of others outside their organisation who have an impact on their services or products			
	4.4 evaluate what the goals or targets of their organisation are in relation to customer service and how these are set			

	4.5 evaluate how their organisation identifies improvements in customer service			

CS642: Conforming to productive working practices in the workplace

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	**Assessment Criteria**			
1. Communicate with others to establish productive work practices	1.1 Communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively			
	1.2 Describe the different methods of communicating with line management, colleagues and customers			
	1.3 Describe how to use different methods of communication to ensure that the work carried out is productive			
2. Follow organisational procedures to plan the sequence of work	2.1 Interpret relevant information from organisational procedures in order to plan the sequence of work			
	2.2 Plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively			
	2.3 Describe how organisational procedures are applied to ensure work is planned and carried out productively, in relation to: • using resources for own and other's work requirements • allocating appropriate work to employees • organising the work sequence • reducing carbon emissions			
	2.4 Describe how to contribute to zero/low carbon work outcomes within the built environment			
3. Maintain relevant records in accordance with the organisational procedures	3.1 Complete relevant documentation according to the occupation as required by the organisation			
	3.2 Describe how to complete and maintain documentation in accordance with organisational procedures, in relation to: • job cards • worksheets • material/resource lists • time sheets			

	3.3 Explain the reasons for ensuring documentation is completed clearly and within given timescales			
4. Maintain good working relationships when conforming to productive working practices	4.1 Carry out work productively, to the agreed specification, in conjunction with line management, colleagues, customers and/or other relevant people involved in the work to maintain good working relationships			
	4.2 Apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others			
	4.3 Describe how to maintain good working relationships, in relation to: • individuals • customer and operative • operative and line management • own and other occupations			
	4.4 Describe why it is important to work effectively with line management, colleagues and customers			
	4.5 Describe how working relationships could have an effect on productive working			
	4.6 Describe how to apply principles of equality and diversity when communicating and working with others			

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

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

4. Resolve problems which could affect health and safety	4.1 Deal with unsafe behaviour in accordance with responsibilities of the job role and workplace procedures.			
	4.2 Take steps to deal with conditions that are hazardous to people.			
	4.3 Report problems within own area of responsibility in accordance with operational procedures.			
	4.4 Refer – to the designated person - health and safety issues that fall outside the responsibility of the job role.			
	4.5 Resolve problems within the limits of own responsibility			
5. Understand the regulations, procedures and requirements for maintaining a healthy and safe working environment for waste management activities	5.1 Describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately details of operational procedures and documentation.			
	5.4 Describe appropriately operational procedures and why it is important to comply with them.			
	5.5 Determine how to identify work-related hazards and risks.			
	5.6 Determine how to deal constructively with colleagues and other people and resolve disagreements.			
	5.7 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.8 Determine the limits of the job responsibility when communicating with others.			
	5.9 Describe appropriately the organisational requirements for personal hygiene.			
	5.10 Describe appropriately the importance of good housekeeping.			
	5.11 Describe appropriately Risk Assessments in the work place.			
	5.12 Describe appropriately the organisational requirements for reporting risks, hazards and dangerous incidents.			
	5.13 Determine the differences between a hazard and a risk.			
	5.14 Determine the importance of identifying hazards and how to minimise them.			
	5.15 Determine the importance of warning others about risks and ways to do it.			

	5.16 Determine the different types of plant equipment and potential risks from it.			
	5.17 Determine hazard warning signs and their purposes.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO2: Working with other people

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	**Assessment Criteria**			
1. Agree individual work activities when working with others	1.1 Agree the division of work with others before beginning work.			
	1.2 Plan the best way to carry out the work to performance requirements.			
	1.3 Confirm the working methods that will be used to comply with operational requirements.			
2. Complete work activities with others	2.1 Carry out and complete work activities within performance requirements.			
	2.2 Check with other people for any difficulties which arise from carrying out the work.			
	2.3 Prevent disagreements between people from disrupting work.			
3. Use and communicate data and information	3.1 Complete work documentation in accordance with operational requirements.			
	3.2 Provide colleagues with information to enable them to undertake work in accordance with operational requirements.			
	3.3 Obtain, and communicate to colleagues, information that is needed to enable tasks to be undertaken effectively and safely.			
4. Resolve problems which could affect working with others	4.1 Notify the designated person when work is likely to be completed later than a pre-agreed schedule.			
	4.2 Report instances of unsafe or disruptive behaviour in accordance with operational procedures.			
	4.3 Report problems arising within own area of responsibility to the designated person.			
	4.4 Notify matters outside the responsibility of the job role to the designated person.			
	4.5 Resolve problems within own area of responsibility			
5. Understand the regulations, procedures and	5.1 Determine how to identify work-related hazards and risks.			
	5.2 Determine how to deal constructively with colleagues and other people and resolve disagreements.			

requirements for working with other people	5.3 Determine the impact on self and others of not wearing appropriate Personal Protective Equipment (PPE)			
	5.4 Determine how to develop productive working relationships with colleagues.			
	5.5 Determine the nature of other people's work.			
	5.6 Determine how each person's work affects each other.			
	5.7 Determine how to resolve misunderstandings.			
	5.8 Determine how to make helpful contributions to work-related meetings and discussions.			
	5.9 Determine how to recognise difficulties in own work.			
	5.10 Determine different styles of working.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working			

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

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	**Assessment Criteria**			
1. Operate and look after equipment and materials so as to reduce environmental damage	1.1 Operate and look after equipment and materials so as to reduce environmental damage: • Recyclable materials. • Static and mobile plant. • Pollution. • Physical disturbance.			
	1.2 Make sure work is carried out in accordance with approved procedures and practices: Health, Safety and Environmental related to: • The individual and others. • The organisation. • Regulatory and statutory requirements. • Relevant company policies. • Risk assessment.			
	1.3 Recognise any likely or actual environmental damage and take the appropriate action: • Pollution. • Physical.			
	1.4 Recognise Health, Safety and Environmental incidents related to: • The individual and others. • The organisation. • Regulatory and statutory requirements. • Relevant company policies. • Risk assessment.			

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

WO3: Comply with emergency procedures on waste management activities

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

4. Use and communicate data and information	4.2 Report unsafe equipment and hazardous locations that have the potential to cause an accident.			
	4.3 Report situations which emerge from visual inspections or monitoring data which have the potential to pose risks to people.			
	4.4 Report high risk hazards which are outside the responsibility of their job role to the designated personnel.			
	4.5 Record the details of an accident they witness or in which they are involved in accordance with organisational procedures.			
5. Report problems that could affect compliance with emergency procedures	5.1 Deal with unsafe behaviour in accordance with responsibilities of their job role and workplace procedures.			
	5.2 Report day-to-day problems within their own area of responsibility.			
	5.3 Refer matters outside the responsibility of their job role to designated personnel.			
	5.4 Resolve problems within the limits of own responsibility			
6. Understand the regulations, procedures and requirements for complying with emergency procedures on waste management activities	6.1 Describe appropriately emergency operational procedures and why it is important to comply with them.			
	6.2 Determine the potential hazards associated with different wastes.			
	6.3 Determine how to identify work-related hazards and risks.			
	6.4 Describe appropriately the procedures for extinguishing, containing and dispersing fires.			
	6.5 Describe appropriately the organisational procedures for reporting accidents, incidents and dangerous occurrences.			
	6.6 Explain what constitutes an emergency situation.			
	6.7 Explain the importance of raising an alarm and the methods available for doing so.			
	6.8 Explain the importance of contacting an individual trained in first aid.			
	6.9 Describe appropriately how to call the emergency services.			
	6.10 Describe appropriately how to offer reassurance to individuals affected by the emergency.			
	7.1 Recognise and act when others need support.			

7. Work in a manner which underpins effective performance	7.2 Be receptive to new ways of working.			

MSCB5: Set objectives and provide support for team members

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

MSCD5: Plan, allocate and monitor work of a team

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

SECTION 2 –
Optional Unit Group

WO13: Maintain the security of waste management facilities

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

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

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

WO23: Conduct environmental monitoring on a waste management facility

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

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

	5.10 Determine how to select and use techniques relevant to the monitoring process.			
	5.11 Determine how to calibrate and operate the monitoring and measuring instruments and equipment.			
	5.12 Determine the risks and threats posed by different types of wastes.			
	5.13 Determine how to use control documentation and procedures.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

C&G017: Support customer service improvements

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

	4.3 Show that they know and understand how to work with others to identify and support change in the way service is delivered			
	4.4 Show that they know and understand why it is important to give a positive impression to their customer about the changes made by the organisation even if the learner disagrees with them			

MSCA2: Manage own professional development within an organisation

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

MSCD12: Participate in Meetings

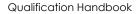| Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	**Assessment Criteria**			
1. Be able to prepare for a meeting.	1.1 Explain meeting objectives prior to the meeting.			
	1.2 Identify own role and prepare as necessary.			
2. Be able to participate in a meeting.	2.1 Contribute to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

CIWM | **Qualifications**

MSCD7: Support learning and development within own area of responsibility

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

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

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	**Assessment Criteria**			
1. Know how to contribute to the provision of customer services in logistics operations	1.1 Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, which relate to: • Health, safety and security. • Personal protective equipment. • Maintaining effective customer relations. • Personal appearance and hygiene. • Reporting procedures and systems. • Recording information. • Confidentiality. • Complaints.			
	1.2 Describe different types of customers in relation to own organisation			
	1.3 Describe the importance of • Promoting the organisation's image positively. • Effective communication. • Good customer service.			
	1.4 Identify the services available to customers in own organisation			
	1.5 Describe the implications of: • A negative image on your organization. • Poor communication. • Poor customer service.			
	1.6 Describe: • Own role in dealing with customer complaints and. • The limits of your responsibility.			
	1.7 Identify who to report to when you are unable to deal with a customer enquiry or request.			

2. Be able to contribute to the provision of customer services in logistics operations	2.1 Follow all organisational policies and procedures, in relation to contributing to customer services that relate to: • Health, safety and security. • Personal protective equipment. • Maintaining effective customer relations. • Personal appearance and hygiene. • Reporting procedures and systems. • Recording information. • Confidentiality. • Complaints.			
	2.2 Develop positive relationships with customers			
	2.3 Ensure that own personal appearance and hygiene meet organisational policies and standards			
	2.4 Communicate effectively with customers			
	2.5 Ensure that all information available is up-to-date and accurate			
	2.6 Identify customer needs			
	2.7 Deal effectively with customer enquiries			
	2.8 Ensure the customer is promptly informed of any action that is taken			
	2.9 Maintain customer confidentiality			
	2.10 Update customer records accurately			
	2.11 Record customer enquiries and outcomes accurately using the organisation's procedures and systems			
	2.12 Deal with customer complaints effectively			

WO10: Validation of waste

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

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

WO11: Acceptance of waste

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

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

WO25: Oversee waste process operations

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

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

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

	6.17 Determine the hazards associated with wastes and treatment processes.			
	6.18 Determine how to check and confirm that documentation matches the wastes and materials to which it refers.			
	6.19 Determine how to deal with cases of non compliance of waste.			
	6.20 Determine the importance of hygiene, safety and maintaining good housekeeping practices and standards.			
	6.21 Determine how to use emergency stop procedures.			
	6.22 Determine the importance of emergency shutdown procedures and how to use them.			
7. Work in a manner which underpins effective performance	7.1 Recognise and act when others need support.			
	7.2 Be receptive to new ways of working			

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

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

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

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

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

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

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

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

4. Know how to dispose of waste	4.2 Determine health, safety and environmental implications for disposal of wastes.			
	4.3 Ensure procedures for disposal of waste are appropriate.			
	4.4 Describe how to dispose of waste in accordance with approved procedures and practices.			
5. Deal with small scale pollution incidents in accordance with approved procedures and practices	5.1 Identify the pollution incident			
	5.2 Determine the health, safety and environmental impacts of the incident			
	5.3 Ensure procedures to minimise environmental impact are appropriate in accordance with approved procedures and practices.			
	5.4 Deal with pollution incident in accordance with approved procedures and practices.			
6. Report more serious pollution incidents to the relevant people	6.1 Report more serious pollution incidents to the relevant people, for example: Accidents which cause personal injury Changes in an individual's health which puts them at risk.			
7. Report environmental incidents promptly and accurately in accordance with approved procedures and practices	7.1 Report environmental incidents promptly and accurately in accordance with approved procedures and practices, for example: - Accidents which cause personal injury - Changes in an individual's health which puts them at risk.			
8. Understand own role in contributing to sustainable development during work activities	8.1 Describe areas where you are able to contribute to sustainable development during work activities, for example: - conservation of energy - use of resources and equipment to minimise environmental damage.			
9. Understand how to contribute to maintaining sustainable development and environmental good practice at work	9.1 Determine the most suitable choice of materials and equipment given the nature of the work activity and its potential impact on the environment			
	9.2 Describe ways in which tools and materials should be used in order to minimise environmental damage			
	9.3 Identify organisational and legislative requirements in terms of minimising environmental damage			

	9.4 Describe types of damage which may occur; the impact these can have on the environment and the corrective actions to be taken			
	9.5 Compare methods of waste disposal which will minimise the risk to the environment			
	9.6 Explain appropriate ways of recognizing and dealing with small scale pollution incidents			
	9.7 Describe the procedures in place for dealing with pollution incidents			
	9.8 Identify the limits of own capabilities with regard to pollution incidents.			
	9.9 Identify those to whom pollution and other environmental incidents should be reported.			

WO27: Exchange responsibility for control of waste processing operations

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

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

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

WO26: Maintain the condition of waste process equipment

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	**Assessment Criteria**			
1. Confirm waste processing equipment conforms to operational requirements	1.1 Check the operation of the processing equipment during both operational and non-operational conditions.			
	1.2 Check all elements of the risk assessment for carrying out examinations on the equipment are observed, and follow all safe working systems.			
	1.3 Ensure data is used and communicated as detailed in operational procedures			
2. Clean, maintain and adjust waste process equipment to specification	2.1 Carry out cleaning and maintenance during both operational and non-operational conditions in accordance with operational procedures.			
	2.2 Check that the work area is safe for the cleaning and maintenance work to be carried out.			
	2.3 Select and use the designated personal protective equipment (PPE) in line with operational requirements.			
	2.4 Follow operational maintenance procedures for cleaning, lubricating, adjusting, dismantling and reassembling the equipment.			
	2.5 Select, use and dispose of materials, residues maintenance substances, tools and equipment specified in the maintenance procedures.			
3. Use and communicate data and information	3.1 Use and erect warning signs to indicate potential hazards around the work area.			
	3.2 Comply with Permit to Work documentation to meet operational requirements before the work is started.			
	3.3 Complete performance documentation legibly and accurately and store the documents according to organisational requirements.			
	3.4 Notify the designated person when process performance fails to meet organisational requirements.			

	3.5 Report - to the designated person - defective equipment that cannot be rectified within the responsibilities of the job role.			
	3.6 Comply with operational procedures and guidelines whilst undertaking maintenance work.			
4. Resolve problems which arise from maintaining waste processing equipment	4.1 Remove defective equipment from service and initiate repair procedures.			
	4.2 Label and store defective equipment in a manner which prevents its use by others.			
	4.3 Bring to the attention of the designated person hazards that arise in the working area.			
	4.4 Arrange for replacement equipment to be available when essential equipment is removed from service for major repair or replacement.			
	4.5 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for maintaining the condition of waste process equipment	5.1 Describe appropriately the potential hazards associated with different wastes.			
	5.2 Describe appropriately operational procedures and why it is important to comply with them.			
	5.3 Determine How to identify work-related hazards and risks.			
	5.4 Describe appropriately the permit conditions for the site to operate and maintain the equipment.			
	5.5 Describe appropriately the isolation procedures for treatment equipment.			
	5.6 Describe appropriately the access requirements and safety interlocks to maintain equipment.			
	5.7 Describe appropriately the different types of identifications to use for plant and equipment which is unsuitable to use.			
	5.8 Describe appropriately Environmentally safe disposal of cleaning fluids, residues and other materials.			
	5.9 Describe appropriately Emergency procedures related to cleaning and maintenance operations.			
	5.10 Describe appropriately the organisational requirements for records about performance, adjustments, maintenance and repair, and parts and materials used.			

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

WM10: Generate and Retain Waste and Resource Management Business

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

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

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

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

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

WO10: Review the quality of customer service

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

	3.8 Explain the procedures for making recommendations on customer service improvements within their organisation			

Appendix 1: Qualifications Structure

Learners must complete 10 units - all of the units in the mandatory group, plus any two units from the optional group

Mandatory Group

Ofqual Code	Unit Title	Level	CIWM Code
D/601/1553	Work with others to improve customer service	3	ICSD8
J/503/1169	Conforming to productive working practices in the workplace	2	CS642
T/602/1439	Maintain a healthy and safe working environment for waste management activities	2	WO1
T/602/1263	Working with other people	1	WO2
T/602/1389	Contribute to the sustainability, maintenance and preservation of the environment	2	WO29
M/602/1262	Comply with emergency procedures on waste management activities	2	WO3
M/600/9600	Set objectives and provide support for team members	3	MSCB5
Y/600/9669	Plan, allocate and monitor work of a team	3	MSCD5

Optional Units (Group B)

Ofqual Code	Unit Title	Level	CIWM Code
L/600/9586	Manage own professional development within an organisation	3	MSCA2
J/601/8884	Support customer service improvements	2	C&G017
K/602/1373	Maintain the security of waste management facilities	1	WO13
M/600/9676	Support learning and development within own area of responsibility	4	MSCD7
H/600/9688	Participate in meetings	2	MSCD12
A/602/1376	Validation of waste	2	WO10
T/602/1375	Acceptance of waste	2	WO11
R/602/2078	Manual handling, lifting and moving of loads in a waste environment	1	WO38
H/602/1503	Generate and retain waste and resource management business	3	WM10
F/602/1069	Control the risk from vehicle and plant movements on waste management facilities	2	WO7
F/602/1380	Conduct environmental monitoring on a waste management facility	2	WO23
L/602/1382	Oversee waste process operations	3	WO25
D/602/1600	Maintain the condition of waste process equipment	2	WO26
Y/602/1384	Exchange responsibility for control of waste processing operations	2	WO27

J/602/1395	Contribute to maintaining sustainable development and environmental good practice at work	2	WO33
F/602/1685	Contribute to the provision of customer service in a waste environment	2	WM67
J/601/1238	Review the quality of customer service	4	ICSB14

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CIWM | Qualifications

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CIWM
Quadra
500 Pavilion Drive
Northampton Business Park
Northampton
NN4 7YJ

Tel: 01604 620426
Email: qualifications@ciwm.co.uk