



CIWM

Qualifications

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

Version 1, December 2021

Qualification Code: 501/1476/1

CIWM Code: SWMWC2

Maximum Guided Learning Hours: 65

Total Qualification Time: 133

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 ideal for new entrants to the industry or experienced workers that want recognition that they possess the competence required to work as a waste or recyclables collection operatives or loaders within the waste and resource management industry. This qualification forms part of the Sustainable Resource Management Apprenticeship.

Who is it for?

- New entrants to the industry
- 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. It is a flexible qualification that can be tailored to meet the requirements of specific job roles in the sector or within a particular organisation – these job roles include:

- Waste collection operative
- Recyclables collection operative
- Transfer station operative
- Refuse collection loader operative

Employers in the sector include local authorities, waste management companies or third sector (not-for-profit) organisations. This qualification will support the sector to overcome significant skills gaps as nearly one in five members of the workforce (18%) has no qualifications (UKCES, 2012).

What do I need to achieve?

To achieve this qualification, learners must complete 10 units. Learners must complete all of the units in Group A (the Mandatory Group). Learners must then choose any three units from the Optional Unit groups. Learners who choose a unit from Optional Group B must ensure that they comply with the restrictions set for this group.

Mandatory Units (Group A)

- 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 (WO3)

- Comply with emergency procedures on waste management activities (WO29)
- Manual collection of waste (WO4)

Optional Units (Group B)

Learners may complete a **maximum of one** unit from this group. Learners DO NOT have to choose a unit from this group.

- Unloading a hazardous waste transport vehicle (WO6a)
- Unloading a non-hazardous waste transport vehicle (WO6b)
- Unloading an inert waste transport vehicle (WO6c)

Optional Units (Group C)

Learners who chose one unit from Optional Group B must complete two units from this group. Learners who did not choose a unit from Optional Group B must complete three units from this group.

- Manage own professional development within an organisation (MSCA2)
- Validation of waste (WO10)
- Acceptance of waste (WO11)
- Support safety around waste collection vehicles (WO14)
- General duties on waste facilities (WO16)
- Mechanically handle waste (WO28)
- Control the risk from vehicle and plant movements on waste management facilities (WO7)
- Manual handling, lifting and moving of loads in a waste environment (WO38)
- Operate equipment to install, remove and replace containers for waste (WO8)

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 will tell you about the mandatory units of the qualification and will help you to select relevant optional units.
2. **Evidence:** you will gather evidence for your portfolio (see next question for types of evidence).

3. **Feedback:** your assessor will provide regular feedback on your progress and will arrange for additional training if needed. When your assessor tells confirms you are competent after an assessment, it will be recorded in your handbook.
4. **Achievement:** once you have completed all the units and gathered all the evidence you need, your centre will apply for your 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.

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	1.2 Communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively			
	1.3 Describe the different methods of communicating with line management, colleagues and customers			
	1.4 Describe how to use different methods of communication to ensure that the work carried out is productive			
2. Follow organisational procedures to plan the sequence of work	2.1 Interpret relevant information from organisational procedures in order to plan the sequence of work			
	2.2 Plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively			
	2.3 Describe how organisational procedures are applied to ensure work is planned and carried out productively, in relation to: <ul style="list-style-type: none"> • using resources for own and other's work requirements • allocating appropriate work to employees • organising the work sequence • reducing carbon emissions 			
	2.4 Describe how to contribute to zero/low carbon work outcomes within the built environment			
3. Maintain relevant records in accordance with the organisational procedures	3.1 Complete relevant documentation according to the occupation as required by the organisation			
	3.2 Describe how to complete and maintain documentation in accordance with organisational procedures, in relation to: <ul style="list-style-type: none"> • job cards • worksheets • material/resource lists • time sheets 			
	3.3 Explain the reasons for ensuring documentation is completed clearly and within given timescales			

4. Maintain good working relationships when conforming to productive working practices	4.1 Carry out work productively, to the agreed specification, in conjunction with line management, colleagues, customers and/or other relevant people involved in the work to maintain good working relationships			
	4.2 Apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others			
	4.3 Describe how to maintain good working relationships, in relation to: <ul style="list-style-type: none"> • individuals • customer and operative • operative and line management • own and other occupations 			
	4.4 Describe why it is important to work effectively with line management, colleagues and customers			
	4.5 Describe how working relationships could have an effect on productive working			
	4.6 Describe how to apply principles of equality and diversity when communicating and working with others			

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

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

4. Resolve problems which could affect health and safety	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.			
	6.1 Recognise and act when others need support.			

6. Work in a manner which underpins effective performance	6.2 Be receptive to new ways of working.			
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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			

WO3: Contribute to the sustainability, maintenance and preservation of the environment

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Operate and look after equipment and materials so as to reduce environmental damage	1.1 Operate and look after equipment and materials so as to reduce environmental damage: <ul style="list-style-type: none"> • Recyclable materials. • Static and mobile plant. • Pollution. • Physical disturbance. 			
	1.2 Make sure work is carried out in accordance with approved procedures and practices: Health, Safety and Environmental related to: <ul style="list-style-type: none"> • The individual and others. • The organisation. • Regulatory and statutory requirements. • Relevant company policies. • Risk assessment. 			
	1.3 Recognise any likely or actual environmental damage and take the appropriate action: <ul style="list-style-type: none"> • Pollution. • Physical. 			
	1.4 Recognise Health, Safety and Environmental incidents related to: <ul style="list-style-type: none"> • The individual and others. • The organisation. • Regulatory and statutory requirements. • Relevant company policies. • Risk assessment. 			
	1.5 Carry out work in a manner which minimises environmental damage: <ul style="list-style-type: none"> • Pollution. • Physical disturbance. 			

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

WO29: 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. 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.			

WO4: Manual collection of waste

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Collect waste	1.1 Leave the designated collection area clean and safe.			
	1.2 Use Personal Protective Equipment (PPE) in accordance with organisational procedures.			
	1.3 Follow all health and safety and work procedures and instructions throughout the collection process.			
	1.4 Make sure there is safe access to the waste to be collected.			
	1.5 Collect Waste, using manual and mechanical handling techniques, in a manner which avoids the risk of injury to self and others.			
	1.6 Reject waste and deal with non-conforming waste in accordance with organisational procedures.			
	1.7 Check and confirm containers contain the correct classification of waste.			
	1.8 Use the proper manual handling techniques for the different types of containers.			
2. Operate equipment	2.1 Follow organisational and manufacturer's procedures to operate machinery and equipment safely.			
	2.2 Report faults and defects as soon as possible in line with operational procedures.			
	2.3 Work in a manner which reduces the risk of injury and disease to self and others, and avoids risk of harm to self, others and the environment.			
	2.4 Operate equipment in a safe and efficient manner in accordance with risk assessment and equipment operating procedures.			
3. Use and communicate information	3.1 Give and request information to and from designated person.			
	3.2 Check the collection documentation is accurate and complete.			
	4.1 Report promptly any circumstances which affect the collection of the waste, in accordance with operational procedures.			

4. Resolve problems arising from collecting waste	4.2 Report any damage which results from the collection process, in accordance with operational procedures.			
	4.3 Resolve problems within limits of their own responsibility.			
	4.4 Report problems outside of own responsibility that occur when manually collecting waste			
5. Understand the regulations, procedures and requirements for manual collection of waste	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 when collecting waste manually.			
	5.5 Determine how to identify work-related hazards and risks when collecting waste.			
	5.6 Describe how to use personal protective equipment (PPE) in line with operational procedures for manual waste collection.			
	5.7 Describe appropriately, waste collection processes relevant to the organisation.			
	5.8 Describe appropriately the safe working areas and hazards associated with loading waste.			
	5.9 Describe appropriately the characteristics of different types of collection receptacle and how to handle them.			
	5.10 Describe appropriately the reasons for rejecting waste.			
	5.11 Describe appropriately information required for the completion of organisational documentation.			
	5.12 Determine how to deal with non-conforming waste.			
	5.13 Determine how to avoid the risk of injury and disease during waste collection activities.			
	5.14 Determine how to minimise the risk of harm to oneself and the environment.			
	5.15 Determine how to deal with hazardous waste.			
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.			

SECTION 2 – Optional Unit Group B

WO6a: Unloading a hazardous waste transport vehicle

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to unload hazardous waste and related materials	1.1 Establish the accessibility and the suitability of the unloading location.			
	1.2 Check and confirm the operational suitability of the vehicle and unloading equipment to be used.			
	1.3 Check to make sure the vehicle is positioned so it can be prepared and unloaded safely.			
	1.4 Comply with all regulations and operational procedures that relate to unloading waste.			
	1.5 Select and use appropriate PPE in accordance with operational requirements.			
	1.6 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to unloading waste.			
2. Unload hazardous waste and related materials in line with location-specific procedures	2.1 Communicate with others involved in the unloading process to ensure it is carried out safely and in compliance with operational procedures.			
	2.2 Carry out the unloading operation safely and in accordance with operational procedures.			
	2.3 Check and confirm the unloading operation is completed and that the unloaded waste complies with regulations.			
3. Use and communicate data and information connected with unloading hazardous waste and related materials	3.1 Communicate with others involved in the unloading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.			
	3.2 Check that the waste and the documentation are in compliance.			
	3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person.			
	3.4 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies.			

	3.5 Complete documentation in accordance with operational and location-specific procedures.			
	3.6 Report situations that prevent safe unloading to take place in accordance with operational and location-specific procedures.			
4. Resolve problems which arise from unloading hazardous waste and related materials	4.1 Resolve any discrepancies in the documentation for the load before the waste is unloaded.			
	4.2 Report defects in operational suitability of the vehicle and unloading equipment to the designated person.			
	4.3 Arrange for alternative unloading sites to be identified when the designated site is unsuitable.			
	4.4 Take steps to prevent unstable conditions from arising with the vehicle and unloading equipment.			
	4.5 Resolve problems within the limits of own responsibility			
	4.6 Identify, rectify and record discrepancies and defects.			
5. Understand the regulations, procedures and requirements for unloading a hazardous waste transport vehicle	5.1 Describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Describe appropriately the regulations relating to unloading waste and related materials.			
	5.6 Describe appropriately the regulations for carriage of dangerous goods.			
	5.7 Describe appropriately operational and regulatory procedures for unloading.			
	5.8 Determine the different types of waste and materials likely to be encountered when carrying out the job.			
	5.9 Determine how to establish compliance with transfer requirements.			
	5.10 Determine how to operate unloading equipment which is both integral and non-integral with the vehicle.			
	5.11 Determine the nature and characteristics of waste loads and related materials.			
	6.1 Recognise and act when others need support.			

6. Work in a manner which underpins effective performance	6.2 Be receptive to new ways of working.			
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WO6b: Unloading a non-hazardous waste transport vehicle

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to unload non-hazardous waste and related materials	1.1 Establish the accessibility and the suitability of the unloading location.			
	1.2 Check and confirm the operational suitability of the vehicle and unloading equipment to be used.			
	1.3 Check to make sure the vehicle is positioned so it can be prepared and unloaded safely.			
	1.4 Comply with all regulations and operational procedures that relate to unloading waste.			
	1.5 Select and use appropriate PPE in accordance with operational requirements.			
	1.6 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to unloading waste.			
2. Unload non-hazardous waste and related materials in line with location-specific procedures	2.1 Communicate with others involved in the unloading process to ensure it is carried out safely and in compliance with operational procedures.			
	2.2 Carry out the unloading operation safely and in accordance with operational procedures.			
	2.3 Check and confirm the unloading operation is completed and that the unloaded waste complies with regulations.			
3. Use and communicate data and information connected with unloading non-hazardous waste and related materials	3.1 Communicate with others involved in the unloading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.			
	3.2 Check that the waste and the documentation are in compliance.			
	3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person.			
	3.4 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies.			

	3.5 Complete documentation in accordance with operational and location-specific procedures.			
	3.6 Report situations that prevent safe unloading to take place in accordance with operational and location-specific procedures.			
4. Resolve problems which arise from unloading non-hazardous waste and related materials	4.1 Resolve any discrepancies in the documentation for the load before the waste is unloaded.			
	4.2 Report defects in operational suitability of the vehicle and unloading equipment to the designated person.			
	4.3 Arrange for alternative unloading sites to be identified when the designated site is unsuitable.			
	4.4 Take steps to prevent unstable conditions from arising with the vehicle and unloading equipment.			
	4.5 Resolve problems within the limits of own responsibility			
	4.6 Identify, rectify and record discrepancies and defects.			
5. Understand the regulations, procedures and requirements for unloading a non-hazardous waste transport vehicle	5.1 Describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Describe appropriately the regulations relating to unloading waste and related materials.			
	5.6 Describe appropriately the regulations for carriage of dangerous goods.			
	5.7 Describe appropriately operational and regulatory procedures for unloading.			
	5.8 Determine the different types of waste and materials likely to be encountered when carrying out the job.			
	5.9 Determine how to establish compliance with transfer requirements.			
	5.10 Determine how to operate unloading equipment which is both integral and non-integral with the vehicle.			
	5.11 Determine the nature and characteristics of waste loads and related materials.			
	6.1 Recognise and act when others need support.			

6. Work in a manner which underpins effective performance	6.2 Be receptive to new ways of working.			
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WO6c: Unloading an inert waste transport vehicle

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to unload inert waste and related materials	1.1 Establish the accessibility and the suitability of the unloading location.			
	1.2 Check and confirm the operational suitability of the vehicle and unloading equipment to be used.			
	1.3 Check to make sure the vehicle is positioned so it can be prepared and unloaded safely.			
	1.4 Comply with all regulations and operational procedures that relate to unloading waste.			
	1.5 Select and use appropriate PPE in accordance with operational requirements.			
	1.6 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to unloading waste.			
2. Unload inert waste and related materials in line with location-specific procedures	2.1 Communicate with others involved in the unloading process to ensure it is carried out safely and in compliance with operational procedures.			
	2.2 Carry out the unloading operation safely and in accordance with operational procedures.			
	2.3 Check and confirm the unloading operation is completed and that the unloaded waste complies with regulations.			
3. Use and communicate data and information connected with unloading inert waste and related materials	3.1 Communicate with others involved in the unloading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.			
	3.2 Check that the waste and the documentation are in compliance.			
	3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person.			
	3.4 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies.			

	3.5 Complete documentation in accordance with operational and location-specific procedures.			
	3.6 Report situations that prevent safe unloading to take place in accordance with operational and location-specific procedures.			
4. Resolve problems which arise from unloading inert waste and related materials	4.1 Resolve any discrepancies in the documentation for the load before the waste is unloaded.			
	4.2 Report defects in operational suitability of the vehicle and unloading equipment to the designated person.			
	4.3 Arrange for alternative unloading sites to be identified when the designated site is unsuitable.			
	4.4 Take steps to prevent unstable conditions from arising with the vehicle and unloading equipment.			
	4.5 Resolve problems within the limits of own responsibility			
	4.6 Identify, rectify and record discrepancies and defects.			
5. Understand the regulations, procedures and requirements for unloading an inert waste transport vehicle	5.1 Describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Describe appropriately the regulations relating to unloading waste and related materials.			
	5.6 Describe appropriately the regulations for carriage of dangerous goods.			
	5.7 Describe appropriately operational and regulatory procedures for unloading.			
	5.8 Determine the different types of waste and materials likely to be encountered when carrying out the job.			
	5.9 Determine how to establish compliance with transfer requirements.			
	5.10 Determine how to operate unloading equipment which is both integral and non-integral with the vehicle.			
	5.11 Determine the nature and characteristics of waste loads and related materials.			
	6.1 Recognise and act when others need support.			

6. Work in a manner which underpins effective performance	6.2 Be receptive to new ways of working.			
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SECTION 3 – Optional Unit Group C

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.			

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.			

WO14: Support safety around waste collection vehicles

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

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

6. Work in a manner which underpins effective performance	6.2 Be receptive to new ways of working			
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WO16: General duties on waste facilities

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Carry out general duties safely	1.1 Confirm own understanding of the work instructions given for carrying out the work required.			
	1.2 Check risk assessments are in place.			
	1.3 Select and use personal protective equipment			
	1.4 Select and use the tools and equipment designated for the job for all tasks to be carried out/undertaken.			
	1.5 Check the tools and equipment selected are safe, are serviceable, and are in a useable condition.			
	1.6 Clean tools and equipment when their use is finished at the end of each day, and return them to storage.			
	1.7 Comply with safe working practice and procedures.			
	1.8 Handle waste materials in the way specified in procedures.			
	1.9 Dispose of used consumable materials in accordance with operational requirements.			
	1.10 Comply with procedures and guidelines for maintaining security in the place where the work has been done.			
2. Store tools, equipment and consumable materials safely	2.1 Return unused consumable materials to the store.			
	2.2 Keep storage areas clean and tidy and make sure access is clear and unobstructed.			
	2.3 Store tools, equipment, PPE, and consumable materials in the designated place in accordance with operational requirements.			
3. Use and communicate data and information	3.1 Ensure that other people likely to be affected by tasks being carried out by them are notified and informed of any risks.			
	3.2 Complete all documentation for work that they carry out if they are required to do so.			
	3.3 Ensure documentation is legible and clear, and seek confirmation from a person in authority if there are any doubts or discrepancies.			
4. Report problems to the designated person	4.1 Report unauthorised removal of tools, equipment or consumable materials from stores or the working area to a designated person.			

	4.2 Report faults and damage to tools and equipment rendering them unusable or unsafe.			
	4.3 Report hazards and significant risks encountered while working.			
	4.4 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for general duties on waste facilities	5.1 Describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Describe appropriately the procedures to ensure risks are under control.			
	5.6 Describe appropriately approved methods to carry out tasks.			
	5.7 Describe appropriately storage methods for tools, equipment and consumable.			
	5.8 Describe appropriately documentation required to comply with operational requirements.			
	5.9 Describe appropriately methods for the safe disposal of used consumable and waste materials.			
	5.10 Determine how to recognise and handle safely substances that are hazardous to health.			
	5.11 Determine the tools, equipment, PPE, and consumable materials that are subject to damage.			
	5.12 Determine how to store tools, equipment, PPE, and consumable materials in a way which prevents them from being accidentally damaged and to ensure the safety of oneself and others.			
	5.13 Determine the effects of weather on consumable materials in use and in storage.			
	5.14 Determine how to use hand tools and equipment correctly and safely.			
5.15 Determine the characteristics of consumable materials and how to use them safely in compliance with operational procedures.				
5.16 Determine consumable materials requiring specialised or secure storage.				



	5.17 Determine how to check for damage and faults in tools and equipment and appropriate method of cleaning them.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO28: Mechanically handle waste

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

3. Use and communicate data and information	3.1 Provide information to others to complete all documentation associated with handling of the load.			
	3.2 Report situations where waste does not comply with documentation.			
	3.3 Report defects on equipment, and in the work area, when handling waste.			
4. Resolve problems which arise from mechanically handling waste	4.1 Deal with emergencies and spillages in line with operational procedures.			
	4.2 Rectify and resolve any discrepancies between paperwork and waste before it is loaded/unloaded.			
	4.3 Check defects in the specialist handling equipment are rectified before using it.			
	4.4 Take steps immediately in accordance with operational procedures to ensure unsafe conditions are dealt with.			
	4.5 Advise colleagues or managers of situations which require their attention.			
	4.6 Report situations which are outside the job role responsibilities in line with organisational procedures.			
	4.7 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for mechanically handling waste	5.1 Describe appropriately the potential hazards associated with different wastes.			
	5.2 Describe appropriately operational procedures and why it is important to comply with them.			
	5.3 Determine How to identify work-related hazards and risks.			
	5.4 Describe appropriately the techniques for handling loads.			
	5.5 Describe appropriately the legal requirements for operating machines on the public highway.			
	5.6 Explain the process for ensuring that risk assessments are in place.			
	5.7 Determine the physical and handling characteristics of wastes and containers.			
	5.8 Determine how adverse conditions can affect the handling of loads.			
	5.9 Determine how to work in a manner which minimises potential for damaging buildings/vehicles.			
	5.10 Determine how to work in a manner that minimises the risk of injury to colleagues and pedestrians.			



	5.11 Determine how to recognise and prevent distortion or movement of stored waste whilst picking up and placing loads.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

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

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

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

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

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

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

WO8: Operate Equipment to install, remove and replace containers for waste

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Select and install containers for waste in line with operational procedures	1.1 Select containers which are suitable for the intended purpose.			
	1.2 Prepare containers for use.			
	1.3 Select and use personal protective equipment (PPE) in line with operational procedures.			
	1.4 Check handling equipment is fit for purpose and safe to use.			
	1.5 Load and unload containers to and from vehicles.			
	1.6 Install and position containers.			
2. Remove and replace containers for waste in line with operational procedures	2.1 Ensure the containers are safely accessible.			
	2.2 Use the designated personal protective equipment (PPE).			
	2.3 Check handling equipment is fit for purpose and safe to use.			
	2.4 Remove containers and load them safely onto a suitable vehicle.			
	2.5 Check that containers are stored in line with operational procedures.			
3. Use and communicate data and information relating to installing, removing and replacing containers for waste	3.1 Ensure data is used and communicated as detailed in operational procedures			
	3.2 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies.			
	3.3 Complete documentation in accordance with operational procedures.			
	3.4 Record out of specification, misused or damaged containers in accordance with operational procedures.			
4. Resolve problems which arise from installing, removing and replacing containers for waste	4.1 Make arrangements for clearing blockages to access for delivering or removing containers.			
	4.2 Arrange for out of specification, misused or damaged containers to be removed from service in accordance with operational procedures.			
	4.3 Report promptly situations where security at premises does not comply with organisational expectations or requirements.			
	4.4 Report defective equipment to the designated person.			

	4.5 Report discrepancies in the information being used when installing and removing containers to the designated person.			
	4.6 Report incidents, accidents, and near-misses in accordance with operational procedures.			
	4.7 Recognise and record defects.			
	4.8 Identify the nature of defects and methods to deal with them.			
	4.9 Deal with incidents, accidents, and near misses.			
	4.10 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for installing, removing and replacing containers for waste	5.1 Describe appropriately the potential hazards associated with different wastes.			
	5.2 Describe appropriately operational procedures and why it is important to comply with them.			
	5.3 Determine how to identify work-related hazards and risks.			
	5.4 Describe appropriately safe loading and unloading procedures.			
	5.5 Describe appropriately load restraint techniques			
	5.6 Determine how to identify containers for waste.			
	5.7 Determine how to select containers suitable for requirements.			
	5.8 Describe appropriately the nature and characteristics of containers for waste.			
	5.9 Determine How to deal with poor labelling or identification of containers for waste.			
	5.10 Determine How to prepare containers for waste for use.			
	5.11 Determine How to operate handling equipment safely.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

Appendix 1: Qualification Structure

To achieve this qualification learners must complete 10 units - all seven units from Group A (the mandatory group) and then any 3 units from the optional units complying with the restrictions in Group B should you choose an optional unit from this group.

Mandatory Group

Learners must complete all of the units in this group.

Ofqual Code	Unit Title	Level	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
K/602/1261	Manual collection of waste	1	WO4

Optional Units B

Only one of these units can be selected and counted towards the overall qualification. Candidates do not have to choose a unit from this group.

Ofqual Code	Unit Title	Level	CIWM Code
F/602/1072	Unloading a hazardous waste transport vehicle	2	WO6a
A/602/1071	Unloading a non-hazardous waste transport vehicle	2	WO6b
T/602/1070	Unloading an inert waste transport vehicle	2	WO6c

Optional Units C

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

Ofqual Code	Unit Title	Level	CIWM Code
L/600/9586	Manage own professional development within an organisation	3	MSCA2
Y/602/1370	General duties on waste facilities	1	WO16
A/602/1376	Validation of waste	2	WO10
T/602/1375	Acceptance of waste	2	WO11
H/602/1372	Support safety around waste collection vehicles	1	WO14

D/602/1385	Mechanically handle waste	1	WO28
R/602/2078	Manual handling, lifting and moving of loads in a waste environment	1	WO38
F/602/1069	Control the risk from vehicle and plant movements on waste management facilities	2	WO7
A/602/1068	Operate equipment to install, remove and replace containers for waste	1	WO8

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