



CIWM

Qualifications

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CIWM Code: SWMWO2

Maximum Guided Learning Hours: 100

Total Qualification Time: 157

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

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 waste site operatives within the waste and resource management industry. 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
- 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/ recycling operative
- Transfer station operative
- Household waste recycling operative
- Manual/mechanical street cleaner
- Compost operative
- Waste/ recycling collection driver

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 qualifications (UKCES, 2012).

What do I need to achieve?

Learners must complete all of the units in the mandatory group. Learners must also choose three units from Group B.

Mandatory Units

- Maintain a healthy and safe working environment for waste management activities – WO1
- Working with other people – WO2
- Comply with emergency procedures on waste management activities – WO3
- Process received waste – WO19
- Contribute to the sustainability, maintenance and preservation of the environment – WO29
- Conforming to productive working practices in the workplace – CS642
- Work with others to improve customer service – ICSD8

Optional Units (Group B)

- Control the risk from vehicle and plant movements on waste management facilities – WO7
- Transportation of waste – WO9
- Validation of waste – WO10
- Maintain the security of waste management facilities – WO13
- Conduct environmental monitoring on a waste management facility – WO23
- General duties on waste facilities – WO16
- Direct waste delivery crews on a waste management facility – WO17
- Store waste and operating materials within a waste management facility – WO18
- Dispatch stored and received waste – WO20
- Control and carry out landfill operations – WO22
- Clean and adjust small plant and equipment – WO24
- Maintain the condition of waste process equipment – WO26
- Exchange responsibility for control of waste processing operations – WO27
- Mechanically handle waste – WO28
- Manual handling, lifting and moving of loads in a waste environment – WO38
- Manage own professional development within an organisation – MSCA2

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 WAMITAB to ensure that your centre meets the required national standards for quality and assessment.

What are my responsibilities as a learner?

You will need to:

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

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

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

4. **Achievement:** once you have completed all the units and gathered all the evidence you need, your centre will apply for your WAMITAB certificate.

What are the evidence requirements for this qualification?

The primary sources of evidence for this qualification are:

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

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

- Your tutor/ assessor
- Your qualification workbook
- CIWM

Useful Words

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

Unit Terms

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

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

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

SECTION 1 – Mandatory Unit Group

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			

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. Use and communicate data and information	4.1 Notify the designated person promptly when raising an alarm.			
	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.			

WO19: Process received waste

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Process received waste in accordance with operational procedures	1.1 Maintain personal standards of hygiene and conduct.			
	1.2 Use the designated methods when handling waste for processing.			
	1.3 Select and use the designated personal protective equipment (PPE).			
	1.4 Confirm the waste to be processed complies with waste acceptance procedures.			
	1.5 Determine the types of waste and the methods of processing them which needs to be used.			
	1.6 Reject unacceptable waste procedures and ensure it is dealt with in the proper way.			
	1.7 Take immediate steps to deal with the spillage of waste and any release of contamination to the environment.			
	1.8 Make sure the cleanliness and hygiene of the facility is maintained at all times.			
	1.9 Comply with all health and safety and organisational procedures and instructions.			
2. Use and communicate data and information to comply with waste processing procedures	2.1 Verify the detail in the documentation received with the waste is correct before the waste is processed.			
	2.2 Check the process control information for treatment meets the required operational standards.			
	2.3 Record and report any defects in equipment, failure to meet processing requirements, and accidents or incidents in accordance with operational procedures.			
	2.4 Check the records which will be used for quality assurance purposes are dealt with correctly and are stored securely.			
	3.1 Alert the designated person promptly to emergencies and accidents which arise on the work site.			

3. Resolve problems which arise from processing waste	3.2 Follow operational procedures promptly when dealing with accidents which result in personal injury or contamination of people.			
	3.3 Take steps to ensure hazards are removed from the site and they are reported to the designated person.			
	3.4 Check that unsafe behaviour is avoided in accordance with the responsibilities of the job role and workplace procedures.			
	3.5 Report problems that arise within the job role responsibility that cannot be resolved safely.			
	3.6 Refer matters - to the designated person - that affect the integrity of the process, or which pose a health and safety risk.			
	3.7 Resolve problems within own area of responsibility.			
4. Understand the regulations, procedures and requirements for processing received waste	4.1 Describe appropriately operational procedures and why it is important to comply with them.			
	4.2 Determine the classifications and types of waste.			
	4.3 Determine the potential hazards associated with different wastes.			
	4.4 Determine how to identify work-related hazards and risks.			
	4.5 Identify and determine the different types of waste received in a waste facility.			
	4.6 Describe appropriately the waste processing procedures for the site.			
	4.7 Describe appropriately the different methods of processing waste.			
	4.8 Describe appropriately the procedures for reporting hazards and removing them from site.			
	4.9 Describe appropriately documentation and recording procedures to comply with organisational requirements and regulations.			
	4.10 Describe appropriately environmental permit requirements relating to the processing of wastes.			
	4.11 Describe appropriately, organisational procedures and requirements related to the processing of wastes.			

	4.12 Determine the waste received matches the description on the documentation.			
	4.13 Determine different types of waste is contained and packaged correctly.			
	4.14 Determine how to identify unacceptable waste in deliveries.			
	4.15 Determine how to handle and process different types of waste and minimise risk.			
	4.16 Determine how to deal with accidents and emergencies resulting from spillages and contamination.			
	4.17 Determine how to deal with personal injury and accidents to other people.			
	4.18 Determine how to prevent processed waste becoming contaminated before it is despatched.			
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.			

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: <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.			

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: <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			

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			
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SECTION 2 – Optional Unit Group

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.				

WO9: Transportation of Waste

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Operate and control a waste transport vehicle	1.1 Carry out daily routine checks on the vehicle in accordance with operational procedures.			
	1.2 Check the operational suitability of the vehicle and specialist equipment.			
	1.3 Drive and maneuver the vehicle safely in line with training and operational procedures.			
	1.4 Drive the vehicle in a manner which minimises wear and tear, the risk of accidental damage, and maximises efficiency.			
	1.5 Drive in a manner which shows consideration for others, and minimises risk to oneself and the crew.			
	1.6 Drive and operate the vehicle legally.			
	1.7 Check the load is secure and stable before moving off.			
2. Transport waste	2.1 Monitor continuously the condition of the vehicle and its load by observing the vehicle's performance, and report any problems in accordance with operational procedures.			
	2.2 Follow operational procedures in the event of accident, breakdown, and other problems.			
3. Use and communicate data and information related to the transportation of waste	3.1 Complete and sign the daily vehicle checks documentation.			
	3.2 Report problems which arise from the vehicle check.			
	3.3 Record variations in vehicle performance.			
	3.4 Complete operational documentation.			
	3.5 Check regulatory documentation and signage is completed and positioned accurately.			
4. Resolve problems which arise with the transportation of waste	4.1 Report variations in vehicle performance.			
	4.2 Take steps to deal with unsecure or unstable loads.			
	4.3 Advise colleagues or managers of situations which require their attention.			
	4.4 Report situations which are outside the job role responsibilities in line with operational procedures.			

	4.5 Resolve problems to improve vehicle performance.			
	4.6 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for transportation of 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 when transporting waste.			
	5.4 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.5 Describe appropriately vehicle controls, equipment, and their functions.			
	5.6 Describe appropriately vehicle handling and characteristics.			
	5.7 Describe appropriately load characteristics and their effects on vehicle performance.			
	5.8 Describe appropriately the methods of checking vehicle performance.			
	5.9 Describe appropriately the requirements of the organisation receiving the load.			
	5.10 Describe appropriately legislation affecting the vehicle, its driver, and its load.			
	5.11 Determine how to identify variances in vehicle performance, remedy them or report them.			
	5.12 Determine how to identify deviations from the schedule of operations.			
	5.13 Determine how to establish load stability.			
	5.14 Determine how to manoeuvre safely and effectively.			
	5.15 Determine how to minimise wear and tear and the risk of accidents.			
	5.16 Determine how to deal with accidents, breakdowns or other problems.			
5.17 Determine how to accommodate special instructions in route and schedule planning.				
5.18 Determine the potential environmental impact of the vehicle and its load.				

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			

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.			

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.			
	5.1 Recognise and act when others need support.			

5. Work in a manner which underpins effective performance	5.2 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 (PPE).			
	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.			
	4.1 Report unauthorised removal of tools, equipment or consumable materials from stores or the working area to a designated person.			

4. Report problems to the 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 Consumable materials requiring specialised or secure storage.				
5.17 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.			

WO17: Direct Waste Delivery Crews on a Waste Management Facility

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Confirm the suitability of vehicles for entry to the facility	1.1 Check that visiting drivers or crew members who are not wearing appropriate PPE remain in the vehicle cab at all times when it is on the site.			
	1.2 Select and use the designated personal protective equipment (PPE) in accordance with operational procedures.			
	1.3 Check and confirm waste delivery vehicles and their loads are suitable for the current conditions on the facility.			
	1.4 Comply with operational regulations and guidelines for maintaining security on the facility.			
2. Direct waste delivery crews to unloading or holding areas	2.1 Check visiting drivers and crews understand the site rules and provide them with instructions required for vehicle movements and waste operations on the facility.			
	2.2 Direct drivers and crews delivering waste to the designated area for discharge.			
	2.3 Direct drivers and crews that arrive with unacceptable waste to a holding area and seek further instructions from the designated person.			
	2.4 Ensure delivery vehicle crews adhere to safety signage and speed limits.			
3. Use and communicate data and information in accordance with operational procedures	3.1 Report promptly - to the designated person - when a vehicle or its load does not meet organisational requirements.			
	3.2 Check documents for wastes being accepted are completed accurately and legibly, and they are stored in the designated place.			
	3.3 Provide vehicle crews with clear and precise instructions for unloading or waiting in a holding area.			
	3.4 Report immediately to the designated person any incidents, accidents and emergencies that arise within the responsibility of the job role.			

	3.5 Complete the facility reporting documentation for incidents or near-misses, accidents and emergencies.			
	3.6 Report breaches of site security and defects arising on site equipment.			
4. Resolve problems which arise from directing waste delivery crews	4.1 Ensure unaccompanied drivers receive assistance to maneuver their vehicles safely on site.			
	4.2 Arrange to have spillages from unloading of vehicles to be cleared up as quickly as possible.			
	4.3 Inform the driver before the vehicle leaves the site if a fault that may affect its roadworthiness is noticed.			
	4.4 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for directing waste delivery crews on a waste management facility	5.1 Describe appropriately operational procedures and why it is important to comply with them.			
	5.2 Determine the classifications and types of waste.			
	5.3 Determine the potential hazards associated with different wastes.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.6 Describe appropriately the organisational regulations, site rules for visitors and operating procedures for the facility.			
	5.7 Determine how to recognise that vehicles are suitable for the site and any conditions affecting the site.			
	5.8 Determine how to identify loads and check the documentation for them is correct.			
	5.9 Describe facility conditions and implications for vehicles maneuvering and unloading.			
	5.10 Determine how to recognise and interpret identification codes for hazardous loads.			
	5.11 Determine how to respond to any incidents, accidents and emergencies arising during site operations.			
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.			

WO18: Store waste and operating materials within a waste management facility

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Sort and store waste and operating materials	1.1 Wear and use personal protective equipment (PPE) in line with operational procedures.			
	1.2 Use the equipment specified for the job to sort waste and operating materials.			
	1.3 Use equipment specified for the job to move waste and operating materials.			
	1.4 Sort, store, and label waste and materials according to their nature.			
	1.5 Check and confirm the storage area is clean and tidy after movement of waste or materials.			
2. Monitor and maintain storage conditions	2.1 Maintain the safety and security of the storage facility areas throughout the working day.			
	2.2 Ensure the storage facility areas are kept clean and tidy throughout the working day.			
3. Use and communicate data and information	3.1 Check all necessary documentation is complete and up-to-date.			
	3.2 Keep and maintain records of work activities so they can be used by others for quality assurance and audit purposes.			
	3.3 Ensure data is used and communicated as detailed in operational procedures			
	3.4 Follow all procedures connected with the work requirements to maintain the quality of the organisation's work.			
4. Resolve problems from storing waste and operating materials	4.1 Report any equipment defects and take steps to correct them as permitted by operational procedures.			
	4.2 Report any problems in storage conditions to the designated person.			
	4.3 Report problems and take steps to resolve them within the limits of the responsibility of the job role.			
	4.4 Advise colleagues or managers where situations need them to intervene.			

	4.5 Resolve situations which are outside the job role responsibility by referring them to the designated person.			
	4.6 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for storing waste and operating materials within a waste management facility	5.1 Describe appropriately operational procedures and why it is important to comply with them.			
	5.2 Determine the classifications and types of waste.			
	5.3 Determine the potential hazards associated with different wastes.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Label waste, when required.			
	5.6 Maintain safety and security of storage.			
	5.7 Identify defects and correct them where permissible.			
	5.8 Determine the requirements for keeping the storage facilities area clean and tidy.			
	5.9 Determine environmental requirements related to storage.			
	5.10 Determine storage facilities location and layout.			
	5.11 Determine operational procedures for storage.			
	5.12 Determine implications of relevant legislation to sorting and storing waste and operating materials.			
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.			

WO20: Dispatch stored and received waste

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Dispatch processed waste in accordance with operational procedures	1.1 Make sure the processed waste to be dispatched does not become contaminated.			
	1.2 Make sure the processed waste to be dispatched is suitably contained and meets all process requirements.			
	1.3 Store the processed waste and residues in the areas designated for waste transfer or disposal.			
	1.4 Check that all regulations are complied with by the collector when dispatching processed waste or waste for disposal.			
2. Use and communicate data and information	2.1 Report to the designated person when the storage facilities do not meet operational requirements.			
	2.2 Complete all documentation for the dispatch of waste consignments and check the details for the waste to be dispatched are correct.			
	2.3 Check the dispatch information meets the required operational standards.			
	2.4 Record and report any defects in equipment, failure to meet dispatch requirements, and any accidents or incidents.			
	2.5 Check the records which will be used for quality assurance purposes are dealt with correctly and are stored securely in accordance with organisational procedures.			
3. Resolve problems which arise from dispatching stored and received waste	3.1 Alert the designated person promptly to emergencies, accidents and near misses which arise on the work site.			
	3.2 Follow operational procedures promptly when dealing with accidents which result in personal injury or contamination of people.			
	3.3 Take steps to ensure hazards are removed from the site and they are reported to the designated person.			
	3.4 Check that unsafe behaviour is avoided in accordance with the responsibilities of the job role and workplace procedures.			

	3.5 Report problems that arise within the job role responsibility that cannot be resolved safely.			
	3.6 Refer matters - to the designated person - that affect the dispatch process, or which pose a health and safety risk.			
	3.7 Resolve problems within own area of responsibility.			
4. Understand the regulations, procedures and requirements for dispatching stored and received waste	4.1 Describe appropriately operational procedures and why it is important to comply with them.			
	4.2 Determine the classifications and types of waste.			
	4.3 Determine the potential hazards associated with different wastes.			
	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 waste dispatch procedures for the site.			
	4.7 Describe appropriately the different methods of dispatching wastes.			
	4.8 Describe appropriately the procedures for reporting hazards and removing them from site.			
	4.9 Describe appropriately documentation and recording procedures to comply with organisational requirements and regulations.			
	4.10 Describe appropriately organisational procedures and requirements related to the dispatch of wastes.			
	4.11 Determine the waste being dispatched matches the description on the documentation.			
	4.12 Determine how to contain and package wastes correctly.			
	4.13 Determine how to handle and dispatch different types of waste and minimise risk.			
	4.14 Determine how to deal with accidents and emergencies resulting from spillages and contamination.			
	4.15 Determine how to deal with personal injury and accidents to other people.			
4.16 Determine how to prevent processed waste becoming contaminated before it is dispatched.				
	5.1 Recognise and act when others need support.			



5. Work in a manner which underpins effective performance	5.2 Be receptive to new ways of working.			
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WO22: Control and carry out landfill operations

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Control the deposit of waste on the landfill facility in accordance with operational procedures	1.1 Select and use the designated personal protective equipment (PPE) in compliance with procedures.			
	1.2 Direct vehicles delivering waste to the specified area for off-loading.			
	1.3 Confirm that waste delivered to the site complies with operational procedures.			
	1.4 Confirm compliance with regulations and guidelines for maintaining security of the facility.			
	1.5 Check the site infrastructure is not damaged or compromised during waste deposition.			
2. Cover and consolidate deposited waste in accordance with operational procedures	2.1 Place and compact deposited waste in compliance with permit requirements.			
	2.2 Carry out specified operations that are required for designated waste types in compliance with permit conditions.			
	2.3 Apply cover progressively to the deposited waste in compliance with permit conditions.			
	2.4 Operate mechanical plant safely.			
3. Use and communicate data and information	3.1 Report - immediately - the presence of waste materials that do not comply with operational requirements or permit conditions.			
	3.2 Record and report accidents, incidents and emergencies that occur on site.			
	3.3 Check documentation to verify the deposited waste is accurate in accordance with operational requirements.			
	3.4 Report defective equipment to the designated person.			
	3.5 Report situations which are outside the responsibilities of the job role to the designated person.			
	3.6 Report breaches of site security to the designated person.			
	3.7 Check that operational information recorded on documents meets organisational procedures.			

4. Resolve problems which arise from depositing waste on the landfill facility	4.1 Alert people promptly to emergencies and accidents which arise on the landfill site.			
	4.2 Arrange suitable assistance for vehicles that become disabled on the site.			
	4.3 Follow operational procedures promptly when dealing with accidents which result in personal injury or contamination of people.			
	4.4 Take steps immediately, and in accordance with operational procedures, to deal with the improper deposit of waste and any release of contamination to the environment.			
	4.5 Check that unsafe behaviour is avoided in accordance with the responsibilities of their job role and workplace procedures.			
	4.6 Report problems that cannot be resolved safely to the designated person.			
	4.7 Refer matters that affect the integrity of the landfill, or which pose a health and safety risk, to the designated person.			
	4.8 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for controlling and carrying out the landfill operations	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 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.5 Describe appropriately the organisational requirements and permit conditions for site operations.			
	5.6 Describe appropriately organisational documentation requirements for site operations.			
	5.7 Determine how to identify unacceptable waste in deliveries.			
	5.8 Determine how to deal with waste requiring specified operational techniques.			
	5.9 Determine how to assist the movement or recovery of vehicles on the facility.			
	5.10 Determine how to identify marks and hazard warning signs for potentially hazardous substances or materials.			

	5.11 Determine how to respond to accidents and emergencies on landfill sites.			
	5.12 Determine how to respond to operational problems which result from weather and environmental incidents.			
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.			

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 with operational procedures	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.			
	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.			

WO24: Clean and adjust small plant and equipment

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Clean and adjust small plant and equipment	1.1 Confirm consents are in place for the work to go ahead before work is started.			
	1.2 Select and use the designated personal protective equipment (PPE) in accordance with operational procedures.			
	1.3 Check risk assessments before starting the work required.			
	1.4 Work in a way which meets health and safety requirements.			
	1.5 Make sure the work area is clean and tidy.			
	1.6 Inspect tools, equipment and plant for damage and serviceability in accordance with organisational procedures.			
	1.7 Use methods and materials according to organisational instructions and procedures.			
	1.8 Check, and make sure, the equipment used for handling fluids is clean and uncontaminated before it is used.			
	1.9 Make permitted adjustments in accordance with workplace specifications.			
	1.10 Use fuels, lubricants or cleaning materials in line with hazardous substances control assessments, data sheets, and workplace instructions.			
	1.11 Dispose of waste materials and other residues in accordance with organisational, environmental and health and safety procedures.			
	1.12 Clean up spillages promptly in line with emergency spillage procedures.			
	1.13 Confirm all plant and equipment is safe, clean and suitable for its purpose when work is finished.			
2. Use and communicate data and information	2.1 Record all routine maintenance and repairs, and breakdown maintenance, which is carried out within the responsibility of the job role.			

related to small plant and equipment maintenance	2.2 Record all routine and defective equipment within the responsibility of the job role.			
	2.3 Check documents for plant and equipment maintenance are completed accurately and legibly and they are stored in the designated place.			
	2.4 Report defective equipment that cannot be rectified within the responsibility of the job role.			
3. Resolve problems which arise during cleaning and adjusting sundry small plant and equipment	3.1 Remove defective equipment from service and start repair procedures.			
	3.2 Label and store defective equipment in a manner which prevents its use by others.			
	3.3 Bring hazards that arise in the working area promptly to the attention of the designated person.			
	3.4 Confirm, with the designated person, situations where a more qualified person may be required to carry out the work.			
	3.5 Arrange for replacement equipment to be available when essential equipment is removed from service for major repair or replacement.			
	3.6 Resolve problems within own area of responsibility.			
4. Understand the regulations, procedures and requirements for cleaning and adjusting small plant and equipment	4.1 Describe appropriately the potential hazards associated with different wastes.			
	4.2 Describe appropriately operational procedures and why it is important to comply with them.			
	4.3 Determine how to identify work-related hazards and risks.			
	4.4 Describe appropriately the different types of identifications to use on plant and equipment which is unsuitable to use.			
	4.5 Determine how to select the correct cleaning materials and methods.			
	4.6 Determine where to obtain and store fuel, fluid and lubricants and the filling methods suitable for small plant and equipment.			
	4.7 Determine how to use substances hazardous to health in a safe and hygienic way.			
	4.8 Determine how to attain the required standards of cleanliness.			
	4.9 Determine how to immobilise unserviceable equipment.			
	4.10 Determine how to report defective equipment.			

	4.11 Determine the adjustment required for specific equipment.			
	4.12 Determine the adjustments which are permitted within the job role.			
	4.13 Determine how to dispose safely of different types of waste and other residues.			
	4.14 Determine how to use hazardous substances data sheets.			
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.			

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.			

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 ongoing problems before responsibility is handed over and confirm 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.			

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 the 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 the paperwork and the waste before it is loaded or 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 the potential for damage to buildings and 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.			

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			

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.			

Appendix 1: Qualifications Structure

To achieve this qualification, learners must complete 10 units - all seven units in Mandatory Group A, plus three units from Group B.

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
Y/602/1367	Process received waste	1	WO19

Optional Units (Group B)

Ofqual Code	Unit Title	Level	CIWM Code
F/602/1069	Control the risk from vehicle and plant movements on waste management facilities	2	WO7
T/602/1067	Transportation of waste	1	WO9
A/602/1376	Validation of waste	2	WO10
K/602/1373	Maintain the security of waste management facilities	1	WO13
Y/602/1370	General duties on waste facilities	1	WO16
H/602/1369	Direct waste delivery crews on a waste management facility	1	WO17
D/602/1368	Store waste and operating materials within a waste management facility	3	WO18
F/602/1377	Dispatch stored and received waste	1	WO20
L/602/1379	Control and carry out landfill operations	2	WO22
F/602/1380	Conduct environmental monitoring on a waste management facility	2	WO23
J/602/1381	Clean and adjust small plant and equipment	2	WO24
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
D/602/1385	Mechanically handle waste	1	WO28

R/602/2078	Manual handling, lifting and moving of loads in a waste environment	1	WO38
L/600/9586	Manage own professional development within an organisation	3	MSCA2

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CIWM

Qualifications

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