



CIWM

Qualifications

Version 1, December 2021

Qualification Code: 603/5103/2

CIWM Code: WRO2

Maximum Guided Learning Hours: 70

Total Qualification Time: 150

CIWM (WAMITAB) Level 2 Certificate for Waste and Resource Management 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

Contents

About CIWM and this Handbook.....	2	Principles of Health and Safety in Waste and Resource Management Industry.....	14
Candidate Information.....	3	SECTION 2 – Module 2 Unit Standards.....	16
Frequently Asked Questions.....	5	Principles of Environmental Protection in the Waste and Resource Management Industry	17
Useful Words	7	Principles of Sustainability and the Circular Economy	19
Unit Terms.....	8	Organisational Policies in the Waste and Resource Management Industry	20
SECTION 1 – Module 1 Unit Standards.....	11	Principles of Communication in the Workplace	21
Waste and Resource Management Industry Awareness.....	12		

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 do I need to achieve?

You need to complete all of the units across the two modules within the qualification:

Module 1:

- Unit KE1: Waste and Resource Management Industry Awareness
- Unit KE3: Principles of Health and Safety in the Waste and Resource Management Industry

Module 2:

- Unit KE2: Principles of Environmental Protection in the Waste and Resource Management Industry
- Unit KE6: Principles of Sustainability and the Circular Economy
- Unit KE4: Organisational Policy in the Waste and Resource Management Industry
- Unit KE5: Principles of Communication in the Workplace

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 Tutor

The tutor is the person you will have the most contact with as you work towards your qualification. They will provide the training.

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
- Comply with health and safety law and regulations

How is the qualification assessed?

To achieve the qualification you will take two multiple choice question tests. These will be carried out under test conditions, with an invigilator present.

One of the tests will cover the syllabus for Module 1, and the other will cover the syllabus for Module 2. Each test will have 60 questions, and

each question will be worth one mark. Each test will last 90 minutes, unless otherwise advised by your Centre.

You will need to achieve 70% (42 marks) in each test to achieve the qualification. Your Centre will discuss opportunities for re-testing as required.

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

- Your CIWM (WAMITAB) Qualifications Centre
- 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 – Module 1 Unit Standards

Waste and Resource Management Industry Awareness

Level 2	
Learning Outcome	Assessment Criteria
1. Understand the purpose of the waste and recycling industry.	1.1 Explain the purpose of the industry.
	1.2 Explain the core activities of the industry.
2. Know the different categories of waste.	2.1 Explain the different categories and definitions of waste.
	2.2 Summarise the waste materials in terms of type.
3. Understand waste minimisation.	3.1 Define the term 'waste minimisation'.
	3.2 Explain what the 'waste hierarchy' is.
	3.3 Define the term 'zero waste'.
4. Understand the reasons for recycling.	4.1 Explain the reasons for recycling within: a) The local authority. b) The organisation.
	4.2 Explain the reasons for recycling within: a) The local authority. b) The organisation.
5. Understand the Government targets for recycling.	5.1 Describe the Government recycling targets for: a) Business waste. b) Domestic waste.
	5.2 Explain the aims of the Government in terms of recycling.
6. Know the materials arising within the waste/recycling industry.	6.1 Describe different types of waste and other materials within the waste/recycling industry.
	6.2 Describe the types of waste and other materials handled by the organisation.
	6.3 Explain how to identify unacceptable wastes.
	6.4 Explain how wastes can be treated in relation to the waste hierarchy.
	6.5 Explain how different types of recyclables are used subsequently.
7. Understand the difference between hazardous waste and non-hazardous waste.	7.1 Differentiate between hazardous and non-hazardous materials.
	7.2 Describe the hazardous wastes and materials worked with.
	7.3 Describe the non-hazardous wastes and materials worked with.
	7.4 Explain the hazardous properties of waste.
	7.5 Give examples of: a) Non-hazardous waste. b) Hazardous waste.
8. Understand physical waste management technologies.	8.1 Identify physical waste treatment technologies.
	8.2 Describe the benefits and limitations of these technologies.

9. Understand biological waste treatment technologies.	9.1 Identify biological waste treatment technologies.
	9.2 Describe the benefits and limitations of these technologies.
10. Understand advanced thermal waste treatment technologies.	10.1 Identify advanced thermal waste treatment technologies.
	10.2 Describe the benefits and limitations of these technologies.

Principles of Health and Safety in Waste and Resource Management Industry

Level 2	
Learning Outcome	Assessment Criteria
1. Know how to identify and deal with work-related hazards and risks in the waste/recycling industry.	1.1 Define the term 'hazard'.
	1.2 Define the term 'risk'.
	1.3 Identify the risks associated with the following when working with waste and recyclables: a) The wastes and materials handled. b) Machinery and equipment used. c) Vehicles and plant. d) Site condition. e) Unsafe behaviour.
	1.4 Describe the effect these risks could have on: a) Self. b) Others.
	1.5 Explain who is responsible for health and safety within the workplace.
	1.6 Identify the health and safety manager/coordinator within the workplace.
	1.7 Explain how to report hazards when working with waste and recyclables in accordance with: a) Organisational procedures. b) Legal requirements.
	1.8 Explain why it is important to report hazards when working with waste and recyclables.
2. Understand health and safety in the waste/recycling industry.	2.1 State the hazards that are likely to occur in the workplace and the risks those hazards pose.
	2.2 Describe own role and responsibilities for health and safety in the workplace under organisational policy and legislation.
	2.3 Explain the reasons for informing others of own whereabouts when working in isolation or remote locations.
	2.4 Explain how the procedures for specific emergencies may be affected by different work locations.
	2.5 Explain how to immobilise machinery and plant.
	3.1 Explain the differences between an 'informal' and a 'formal' risk assessment.
	3.2 Describe a situation when an informal risk assessment would be carried out.

3. Know how to work with risk assessments when working in waste /recycling industry.	3.3 Explain what type of risk assessment is carried out in the job role.
	3.4 Explain how to identify in the organisation where a documented risk assessment for a specific task can be found.
	3.5 Describe a range of occasions when this documented risk assessment would change.
	3.6 Explain the responsibilities for carrying out risk assessments to include: a) Informal. b) Formal.
	3.7 Describe the health and safety regulations relevant to the waste and recycling industry.
4. Understand the health and safety legislation relevant to the waste/recycling industry.	4.1 Describe the main principles of manual handling legislation.
	4.2 Describe the main principles of Control of Substances Hazardous to Health.
	4.3 Describe the main principles of the Provision and Use of Work Equipment Regulations.
	4.4 Describe the main principles of the Lifting Operations and Lifting Equipment Regulations.
5. Know how to respond to emergencies in the workplace.	5.1 Identify a range of 'emergencies' that could occur in the workplace.
	5.2 Explain the organisational procedure to be followed in the event of an emergency.
	5.3 Name the emergency coordinator(s) within the workplace.
	5.4 Explain how to respond to emergency situations involving accidents to people.
	5.5 Explain how to respond to emergency situations involving accidents on the work site.
	5.6 Explain how to minimise the effect of an emergency.
	5.7 Describe how to use and communicate data and information.
	5.8 Explain how to report problems that could affect compliance with emergency procedures.
6. Know how and why to select and use the correct Personal Protective Equipment (PPE) within the waste/recycling industry.	6.1 Explain how to select the correct personal protective equipment (PPE) for the job role.
	6.2 Explain why it is important to use the correct personal protective equipment (PPE) in the job role.

SECTION 2 – Module 2 Unit Standards

Principles of Environmental Protection in the Waste and Resource Management Industry

Level 2	
Learning Outcome	Assessment Criteria
1. Understand the Duty Of Care.	1.1 Describe the Act relating to the Duty of Care and to whom it applies to.
	1.2 Describe the roles and responsibilities of each person in the waste management chain.
2. Understand how the Duty of Care relates to the organisation.	2.1 Describe the requirements of the Duty of Care.
	2.2 Explain what the Duty of Care means for the organisation in terms of: a) Waste transfer notes. b) Hazardous waste consignment notes.
	2.3 Explain the potential penalties for breach of Duty of Care.
3. Understand which legislation, codes of practice and guidance notes are relevant to waste and resource management facilities.	3.1 Identify the legislation, codes of practice and guidance notes relevant to waste and resources management in the UK.
	3.2 Describe the requirements of the legislation, code of practice and guidance in relation to operating a permitted wastes and resource management facility.
	3.3 Explain how 'waste' is defined and the use of protocols which determine when waste has ceased to be waste.
4. Understand why waste needs to be treated or disposed of in ways other than through landfill.	4.1 Explain the legislative targets for reduction of waste to landfill.
	4.2 Evaluate the environment impacts of diverting waste from landfill in relation to different hierarchy options.
5. Understand the Environmental Permitting Regulations.	5.1 Explain the purpose of the Environmental Permitting Regulations.
	5.2 Explain the requirements of the Environmental Permitting Regulations.
	5.3 Define the terms: a) Standard Permit. b) Bespoke Permit.
6. Understand how the environmental permit for your site impacts the operations on site.	6.1 Explain how the environmental permit for your site impacts site operations, including: a) Wastes permitted on site. b) Amount of waste permitted on site. c) Operational hours.
	7.1 Identify who has the power to enforce environmental permits.

7. Understand how Environmental Permits are enforced.	7.2 Describe the aims of enforcement.
	7.3 Identify potential offences under the Environmental Permitting Regulations.
	7.4 Describe the potential enforcement action which may be taken under the Environmental Permitting Regulations.
8. Understand operational processes to recommend improvements to maintain environmental good practice.	8.1 Describe the operational processes to maintain environmental good practice.
9. Understand how to contribute to the sustainability, maintenance and preservation of the environment.	9.1 Define the term 'pollution'.
	9.2 Identify the different types of pollution that can occur.
	9.3 Describe the consequences of pollution.
	9.4 Describe types of environmental damage which may occur as a result of work activities, the impact these can have on the environment and the corrective actions to be taken.
	9.5 Describe how to recognise wastage of: <ul style="list-style-type: none"> • Energy. • Equipment. • Materials.
	9.6 Describe working methods that will minimise waste of resources.
9.7 Describe methods of waste disposal which will minimise waste of resources.	

Principles of Sustainability and the Circular Economy

Level 2	
Learning Outcome	Assessment Criteria
1. Understand environmental good practice.	1.1 State the methods for minimising environmental impact during work, including the storage of waste and how to recognise and resolve pollution incidents.
	1.2 Describe the suitable choice of materials and equipment given the nature of the work activity, and its potential impact on the environment.
	1.3 Explain the ways in which tools and materials should be used in order to minimise environmental impact.
2. Know how to prevent waste, prepare for reuse, recycle and recover.	2.1 Describe the terms set out in the waste hierarchy.
	2.2 Describe the processes required to achieve each of the terms set out in the waste hierarchy.
3. Know the principles of the circular economy.	3.1 Describe the basic principles of the 'circular economy'.
	3.2 Explain how the wastes and resource management industry contributes to the 'circular economy'.

Organisational Policies in the Waste and Resource Management Industry

Level 2	
Learning Outcome	Assessment Criteria
1. Understand the organisational policies for the reception and movement of wastes and recyclables	1.1 Describe the organisational policies in relation to: a) terminology used b) receipt; handling; segregation; collection; transfer; treatment; disposal methods c) machinery used d) equipment used
2. Understand how organisational policies reflect requirements of the environmental permit	2.1 Describe how organisational policies ensure compliance with the environmental permit

Principles of Communication in the Workplace

Level 2	
Learning Outcome	Assessment Criteria
1. Know how to communicate effectively with the public and others.	1.1 Describe policies and practices for: <ul style="list-style-type: none"> • Customer care. • Promotion of environmental good practice. • Equality of opportunity.
	1.2 Explain methods of communication.
	1.3 Describe the methods of eliciting queries and comments from members of the public and others.
	1.4 Explain the procedures for handling and communicating confidential information.
2. Understand how to develop and maintain working relationships.	2.1 Explain why good working relationships and communications are important.
	2.2 Explain the ways in which good working relationships can be maintained.
	2.3 Explain the need to support changes in working practices.
	2.4 Explain the methods of working effectively with others.
	2.5 Explain the methods for dealing with conflicts within the workplace.
	2.6 Explain own level of responsibility in relation to dealing with disagreements.
3. Understand how to resolve disagreements in the workplace.	3.1 Describe how disagreements may arise in the workplace.
	3.2 Explain how disagreements could be prevented from arising.
	3.3 Explain how to amicably resolve disagreements.
	3.4 Explain the procedure if a disagreement cannot be settled by normal processes.

Our purpose is to move the world beyond waste

Help us protect the environment by only printing this document if absolutely necessary and, where possible, please only print the pages you need.

This document has been designed to use minimal ink when printed.

More for professional life

Our mission is to unite, equip and mobilise our professional community to lead, influence and deliver the science, strategies, businesses and policies for the sustainable management of resources and waste.

For more information about how we can support you, visit ciwm.co.uk.



CIWM

Qualifications

Together, we stand for
a world beyond waste

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

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