# CIWM (WAMITAB) Level 5 Certificate for Healthcare Waste Manager at a Healthcare Waste Transfer Operation

**CIWM | Qualifications**

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. Applications for reasonable adjustments can be applied for via your CIWM (WAMITAB) Qualifications Centre in accordance with the CIWM Reasonable Adjustments policy.

## 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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# Contents

# Frequently Asked Questions

### What is a regulated qualification?

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

### What is the objective of this qualification?

This qualification is designed to provide individuals working in healthcare waste management industry with the knowledge and skills to operate their healthcare waste transfer operations safely and effectively, while minimising environmental impacts. Achievement of this qualification demonstrates competence by the learner to manage healthcare waste management transfer operations effectively, ensuring that key stakeholders receive a reliable service delivered to a high standard.

### Who is it for?

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

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

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

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

This qualification is ideal for experienced people managing healthcare waste management transfer and transport operations that 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. People already working in relevant roles could be employed by NHS, waste management companies or third sector (not-for-profit) organisations.

### What do I need to achieve?

To achieve this qualification, learners must complete a total of 12 units to achieve the qualification.  Learners must complete all mandatory units.  Learners must then complete  1 unit from optional group 1 and 3 units from optional group 2.

### Mandatory Unit Group

- Comply with waste management legislation
- Manage the environmental impact of work activities at healthcare facilities, treatment facilities, and transport operations
- Manage sharps waste safely at a healthcare facility
- Manage the collection of hazardous and non-hazardous waste from a healthcare facility
- Manage improvements to waste management practices based on principles of sustainability
- Manage waste transport operations for the transfer of hazardous and non-hazardous waste at a healthcare facility
- Manage maintenance and other engineering operations

- Manage health and safety during healthcare waste transport operations

### Optional Group 1
- Contribute to the development of tender bid documentation and contractor selection
- Implement, manage, and monitor contracted services

### Optional Group 2
- Contribute to the selection of personnel for activities
- Create effective working relationships
- Climate change adaption auditing and reporting
- Manage a budget to support the efficient use of resources at a healthcare waste management facility
- Prepare and deliver in-house training
- Manage environmental incidents and emergencies
- Review the performance of teams and individuals

### What is a unit?

The units of a qualification describe what you must be able to do and understand to perform work activities competently in your job role.
- Learning outcomes: describe what tasks you will be able to do as a result of learning.
- Assessment criteria: describe what activities you will need to do and what you must know to complete each task.

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

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

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

### How long will it take?

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

### Who will help me achieve my qualification?

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

**Your Assessor**
The assessor is the person you will have the most contact with as you work towards your qualification. They will:
- Help you identify any training you need
- Help you plan your workload and organise your evidence
- Observe you carrying out your job in the workplace over a period of time
- Ask questions about the work you do
- Make decisions about your evidence
- Judge when you are competent
- Provide feedback

**Internal Quality Assurer**
The IQA maintains the quality of assessment within the centre.

**External Quality Assurer**

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

## What are my responsibilities as a learner?

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

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

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

## What are the evidence requirements for this qualification?

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

## How is this qualification graded?

This qualification is graded Pass/Fail.

## 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.<br>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. |
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| 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

# Unit HWM01: Comply with waste management legislation

| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Understand waste management legislation requirements for the organisation | 1.1 Identify the waste management legislation applicable to the organisation | x | x | | x | | x | | | | x |
| | 1.2 Describe how waste management legislative requirements apply to the organisation's waste management activities | x | x | | x | | x | | | | x |
| | 1.3 Describe any new waste management legislation relating to the organisation's waste management activities | x | x | | x | | x | | | | x |
| | 1.4 Identify the key environmental regulators and enforcement bodies | x | x | | x | | x | | x | | x |
| | 1.5 Describe the requirements for waste management documentation relevant to the organisation | | x | | x | | | x | | | |

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| | 1.6   Describe any other waste management requirements applicable to the sector and the organisation | | x | | x | | x | x | | |
| | 1.7   Describe the waste management issues associated with abnormal and emergency situations | | x | | x | | | x | | |
| | 1.8   Explain why it is important to know the requirements of waste management legislation | | x | | x | | | x | | |
| 2. Understand how to manage compliance with legislative and organisational requirements | 2.1 Explain why it is important to evaluate the organisation's compliance with waste management legislation | | x | | x | | | x | | |
| | 2.2 Describe the methods available for evaluating an organisations compliance with waste management legislation | | x | | x | | | x | | |
| | 2.3 Describe the purpose control mechanisms | | x | | x | | | x | | |
| | 2.4 Describe the process for identifying and implementing corrective, preventative, and improvement actions | | x | | x | | | x | | |
| | 2.5 Describe methods for ensuring an organisations ongoing compliance with the waste management legislative requirements | | x | | x | | x | x | | |

| Learning Outcome | Assessment Criteria | | | | | | | | | | | |
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| 3. Understand how to communicate, use and record information in relation to legislative compliance | 3.1 Identify the key internal and external interested parties relevant to the organisation in relation to ensuring legal compliance | | x | | x | | | x | | | | |
| | 3.2 Identify how to access sources of additional information and expertise | | x | | x | | | x | | | | |
| | 3.3 Describe how to engage interested parties in the process of evaluating compliance with waste management legislation | | x | | x | | | x | | | | |
| | 3.4 Describe methods for communicating the outcome of a compliance evaluation with key stakeholders | | x | | x | | x | x | | | | |
| | 3.5 Describe how to record the findings of a compliance evaluation in a suitable format | | x | | x | | x | x | | | | |
| 4. Manage waste management legislation requirements for the organisation | 4.1 Identify sources of waste management legislation information | x | x | | x | x | x | x | x | | | |
| | 4.2 Use a methodology to identify and access waste management legislative requirements related to the organisation's waste management activities | x | x | | x | x | x | x | x | | | |
| | 4.3 Use a methodology to keep up to date with current waste management legislation | | x | | x | | x | x | | | | |

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| 5. Manage organisational compliance with waste management legislation | 5.1 Evaluate the organisation's compliance with the applicable waste management legislation | x | x | | | x | x | x | x | | |
| | 5.2 Establish that controls ensure compliance | | x | | x | | | x | | | |
| | 5.3 Propose options for waste management to ensure ongoing compliance with legislation | | x | | x | | | x | | | |
| | 5.4 Identify support requirements for those working for and on behalf of the organisation to ensure compliance with waste management legislation | | x | | x | | x | x | | | |
| | 5.5 Identify the consequences of breaching waste management legislation | | x | | x | | | x | | | |
| 6. Communicate, use and record information in relation to legislative compliance | 6.1 Engage interested parties in the process of ensuring organisations ongoing compliance with waste management legislation | | x | | x | | | x | | | |
| | 6.2 Communicate any new waste management legislation to the people responsible for ensuring legal compliance | | x | | x | | | x | | | |
| | 6.3 Engage interested parties in the evaluation of organisations compliance with waste management legislation | | x | | x | | x | x | | | |

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| | 6.4 Record the results of the evaluation in a suitable format | | x | | x | | x | x | | | |
| | 6.5 Communicate the outcome of the evaluation to the people responsible in the organisation | | x | | x | | x | x | | | |

# Unit HWM06: Manage the environmental impact of work activities at healthcare facilities, treatment facilities, or transport operations

| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Understand how to ensure the protection of the environment | 1.1 Describe the environmental threats posed by waste segregation, collection, storage, transfer and treatment | | x | | x | | | | x | | x |
| | 1.2 Identify mechanisms for dealing with environmental risks | | x | | x | | | | x | | x |
| | 1.3 Describe how to develop and implement systems and procedures for monitoring the environment | x | x | | x | | x | | | | x |
| | 1.4 Describe how to interpret and evaluate the results of operations' monitoring and analysing trends | | x | | x | | x | | x | | |
| | 1.5 Describe how to develop and maintain a positive environmental culture | | x | | x | | | | | | |

| 2. Understand the underpinning regulations, procedures and requirements related to environmental protection | 2.1 Identify the relevant legislation, regulations and codes of practice related to environmental protection applicable to the site | x | x | | x | | x | | | | x |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2.2 Identify the main responsibilities of employers and employees under the legislation concerning environmental protection | x | x | | x | | x | | | | x |
| | 2.3 Describe the organisational environmental policy and procedures applicable to the site | x | x | | x | | x | | | | x |
| | 2.4 Implement the approved procedures and practices related to environmental protection | x | x | | x | | x | | | | x |
| | 2.5 Identify the organisations accident and incident recording and reporting procedures in relation to environmental protection | x | x | | x | | x | | | | x |
| | 2.6 Describe the information and reporting required by legislation and organisational policy in relation to environmental protection | x | x | | x | | x | | | | x |
| | 2.7 Describe the requirements for risk analysis to minimise hazards to personnel and the environment | x | x | | x | | x | | | | |
| | 2.8 Describe the legislation related to environmental protection applicable to the site | x | x | | x | | x | | | | |

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| 3. Implement systems to identify and deal with risks to the environment | 3.1 Implement organisation policy relating to protection of the environment and quality of treatment and/or transfer operations | | x | | x | | x | | x | | x |
| | 3.2 Apply risk management | x | x | | x | | x | | | | x |
| | 3.3 Implement and maintain quality assurance practices to deal safely with threats to the environment | x | x | | x | | x | | | | |
| | 3.4 Implement monitoring and recording systems to check they are used correctly | x | x | | x | | x | | | | |
| | 3.5 Implement a quality assurance system to protect the environment from harm which might be caused by healthcare waste segregation, collection, storage, transfer and/or treatment | x | x | | x | | x | | | | |
| | 3.6 Develop and promote a culture of environmental awareness within activities involving healthcare waste segregation, collection, storage, transfer and/or treatment | x | x | | x | | x | | | | |
| | 3.7 Use environmental awareness training to support activities involving healthcare waste segregation, collection, storage, transfer and/or treatment | x | x | | x | | x | | x | | x |

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| | 3.8 Ensure there is an effective system in place to investigate incidents that may pose a threat to the environment | x | x | | x | | x | | x | | |
| | 3.9 Demonstrate incident investigation, and reporting procedures | x | x | | x | | x | | | | x |
| | 3.10 Apply emergency systems and procedures | x | x | | x | | x | | | | x |
| 4. Develop a work environment that promotes responsibility for environmental well-being | 4.1 Communicate the environmental procedures to all staff in line with organisational procedures | x | x | | x | | | | x | | x |
| | 4.2 Promote the organisation's commitment to environmental protection and encourage staff to demonstrate their commitment through contributions to reviews of practices and procedures | | x | | x | | x | | x | | |
| | 4.3 Ensure staff have received relevant training on implementing environmental procedures and address any shortfalls which are identified | | x | | x | | x | | | | |
| | 4.4 Investigate and correct any situations where there is non-compliance with environmental protection procedures | x | x | | x | x | | | x | | x |

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| 5. Use, communicate, and record environmental data and information | 5.1 Report environmental incidents promptly and accurately in accordance with organisational procedures and practices | x | x | | x | | x | | | | | |
| | 5.2 Report to the appropriate people unsound environmental practices | x | x | | x | | x | | | | | x |
| | 5.3 Follow operational and organisational procedures for communicating information to other people | x | x | | x | | x | | | | | |
| | 5.4 Maintain records in accordance with organisational requirements | x | x | | x | | x | | | | | x |
| | 5.5 Check with appropriate personnel any circumstance where information appears to be incorrect | x | x | | x | | x | | | | x | |
| 6. Resolve problems that could affect the environment | 6.1 Resolve day-to-day problems within the responsibility of the job role | x | x | | x | | | | | | | x |
| | 6.2 Refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures | x | x | | x | | x | | | | | |
| | 6.3 Report to the appropriate personnel any situations that require additional intervention | x | x | | x | x | x | | | | x | |
| | 6.4 Report pollution incidents to the appropriate people | x | x | | x | | x | | | | x | |

# Unit HWM14: Manage sharps waste safely at a healthcare facility

| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Understand how to manage sharps waste | 1.1 Describe the systems and procedures for managing sharps waste | | X | | X | | | X | | | |
| | 1.2 Explain why it is important to have systems and procedures for using and disposing of sharp medical instruments | | X | | X | | | X | | | |
| | 1.3 Describe how to identify hazards and minimize risks to health, safety, and the environment arising from sharps waste | | X | | X | | | X | | | |
| | 1.4 Describe how to ensure that staff implement procedures and comply with the legislative requirements in relation to sharps waste. | | X | | X | | | X | | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1.5 Explain why it is important to ensure all procedures for the sharp management enhance or maintain the quality of the organisation's work | | X | | X | | | X | | | |
| 2. Understand how to use, record and communicate data and information in relation to sharps waste | 2.1 Describe how to give clear instructions to site staff about the procedures for the segregation, collection and storage of sharps waste | | X | | X | | | X | | | |
| | 2.2 Describe the required records and information systems relating to the sharp waste, including related accidents and incidents. | | X | | X | | | X | | | |
| | 2.3 Describe the required records and information systems related to the necessary actions performed on the site for sharp waste. | | X | | X | | | X | | | |
| 3. Manage sharps waste | 3.1 Implement systems and procedures for managing sharps waste in accordance with legislative and organisational requirements. | X | X | X | X | | X | X | | | X |

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| | 3.2 Establish systems for implementing safe procedures for using and disposing of sharp medical instruments | X | X | X | | | X | X | | | X |
| | 3.3 Identify hazards and minimise risks to health, safety, and the environment arising from sharps waste | X | X | X | X | | X | X | | | X |
| | 3.4 Ensure that staff implement procedures and comply with the legislative requirements. | X | X | X | | | X | X | | | X |
| | 3.5 Ensure all procedures for the sharp management enhance or maintain the quality of the organisation's work | | X | | X | | | | | | |
| 4. Use, record and communicate data and information | 4.1 Give clear instructions to site staff about the procedures for the segregation collection and storage of sharps waste | X | X | | X | | | | | X | X |
| | 4.2 Maintain records and information systems relating to sharps waste, including related accidents and incidents. | | X | | X | | X | | | | X |

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| | 4.3 Maintain records and information systems related to the necessary actions performed on the site for sharp waste. | X | | | | | | X | | X | X | |
| 5. Resolve problems which arise from managing sharps waste | 5.1 Seek expert advice to resolve situations which are outside the responsibility of the job role | | X | | X | | | | | | | |
| | 5.2 Take steps to rectify any equipment shortages or deficiencies in relation to sharps waste, including sharps containers. | | | | X | | | | | | | X |
| | 5.3 Resolve problems within limits of own responsibility in relation to managing sharps waste | | X | | X | | | X | | | | |

| | | | X | | X | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1.5 Identify treatment and handling requirements to make the waste safe for disposal. | | X | | X | | | | | | | |
| | 1.6 Describe the options for manual and mechanical handling techniques that avoid the risk of injury and infection to self and others | | X | | X | | | | | | | |
| | 1.7 Discuss procedures for the identification, sorting, transport and collection of waste. | | | | X | | | | | | | |
| | 1.8 Describe operational criteria for cleanliness and safety in the designated waste collections areas. | | X | | X | | | | | | | |
| | 1.9 Describe the requirements related to waste labelling and traceability. | | X | | X | | | | | | | |
| | 1.10 Identify suitable containers for different types of waste disposal in accordance with legal and operational requirements. | | X | | X | | | | | | | |
| | 1.11 Discuss waste inspection procedures on the site. | | X | | X | | | | | | | |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1.12 Outline the criteria to assess the compliance of waste classification and segregation. | | X | | X | | | | | | | |
| | 1.13 Describe how to establish procedures to deal with non-conforming waste. | | X | | X | | | | | | | |
| | 1.14 Identify the range of stakeholders involved, their information needs, roles and responsibilities with regard to identification, classification and collection of management. | | X | | X | | | | | | | |
| 2. Understand how to maintain records associated with waste identification, classification and collection | 2.1 Identify the waste collection records required by legislation and organisational procedures. | | X | | X | | | | | | | |
| | 2.2 Describe how to maintain accurate, traceable and complete records related to waste identification and collection. | | X | | X | | | | X | | | |
| | 2.3 Describe how to report about accidents, incidents, interruptions to waste management service, near hits or any situations that require attention. | | X | | X | | | | X | | | |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 3. Understand how to resolve problems which arise from waste identification and collection and promote the continual improvement | 3.1 Explain why it is important to control activities in relation to waste identification, sorting and collection. | | X | | X | | | | | | | | |
| | 3.2 Describe how to identify the cause of non-conformances and potential non-conformances. | | X | | X | | | X | | | | | |
| | 3.3 Describe the regulatory requirements for dealing with non-conformances related to waste identification, sorting and collection. | | X | | X | | | | | | | | |
| | 3.4 Discuss how to formulate, test and review procedures for dealing with any abnormal and emergency situation related to waste collection. | | | | X | | | X | | | | | |
| | 3.5 Discuss how to use tools for the identification of improvement opportunities. | | X | | X | | | | | | | | |
| 4. Implement systems and procedures for waste identification, classification and collection | 4.1 Implement systems and procedures for the identification, classification and collection of waste in accordance with legislative and organisational requirements | X | X | X | | | X | X | | | | | X |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 4.2 Identify hazards and minimise risks to health, safety, and the environment arising from the collection of wastes | X | X | X | | | X | X | | | | X |
| | 4.3 Record and report risks to safety, health and the environment with legal and organisational requirements. | X | X | X | | | X | X | | | | X |
| | 4.4 Implement systems and procedures for the identification, classification and collection of waste in accordance with:<br>• Health and safety<br>• Standards precautions for infection prevention<br>• Environmental management requirements<br>• Organisational requirements | X | X | X | X | | X | X | | | | X |
| | 4.5 Choose adequate tools and means for identification and collection of waste | X | X | X | | | X | X | | | | X |
| 5. Waste identification, sorting and collection | 5.1 Implement procedures for the identification, sorting and collection of waste, using manual and mechanical handling techniques, in a manner that avoids the risk of injury to self and others and to prevent infections. | X | X | | X | | | | | | X | X |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | 5.2 Apply operational criteria to ensure cleanliness and safety in the designated waste collections areas. | | X | | X | | X | | | | | X |
| | 5.3 Check the accuracy of the labelling that identifies the type and content of waste. | X | | | | | | | X | | X | X |
| | 5.4 Confirm suitability of containers for different types of waste disposal. | X | | | | | | | | | X | X |
| | 5.5 Check containers contain the correct classification of waste. | X | | | | | | | | | X | X |
| | 5.6 Deal with non-conforming waste in accordance with organisational procedures. | X | | | | | | | X | | | X |
| 6. Maintain records associated with waste identification, classification and collection | 6.1 Check the collection of data and documentation for waste identification, classification and collection is accurate and complete. | | | | X | | | | | | | X |
| 7. Resolve problems which arise from waste identification and | 7.1 Ensure that staff understand and follow the identification, sorting and collection procedures. | | | | X | | | X | | | | |

| collection and promote the continual improvement | 7.2 Adopt corrective and preventive actions and procedures when non-conformances arise. | | X | | X | | | X | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|

# Unit HWM17: Manage improvements to waste management operations and practices based on principles of sustainability

| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Understand the principles of sustainable waste and resource management | 1.1 Describe what is meant by the term 'sustainable waste management' | | X | | X | | X | | | | |
| | 1.2 Summarise the principles of sustainable waste management | | X | | X | | X | | | | |
| | 1.3 Describe the factors that could prevent waste being managed in the most sustainable manner | | X | | X | | X | | | | |
| 2. Understand the waste hierarchy and its application in sustainable waste and resource management | 2.1 Describe the principles underpinning the waste hierarchy | | X | | X | | X | | | | |
| | 2.2 Explain the stages of the waste hierarchy | | X | | X | | X | | | | |
| | 2.3 Identify physical, chemical, thermal and | | X | | X | | X | | | | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | biological treatment methods | | | | | | | | | | |
| | 2.4 State which stage of the waste hierarchy physical, chemical, thermal and biological treatment methods relate to | | X | | X | | X | | | | |
| | 2.5 Describe the environmental impacts of diverting waste and resources away from landfill | | X | | X | | X | | | | |
| 3. Understand how to manage improvements to sustainable waste and resource management operations | 3.1 Describe the basic principles for managing material resources sustainably in relation to waste management | | X | | X | | | | | | |
| | 3.2 Describe how to develop and implement effective work rotas, delivery schedules and other plans | | X | | X | | | | X | | X |
| | 3.3 Identify techniques which can be used to ensure that all staff and visitors are aware of, and comply with, site rules | | X | | X | X | | | X | | |
| 4. Manage improvements to waste management operations | 4.1 Plan, implement and monitor the following for waste management operations in accordance | X | X | | X | | X | x | x | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | with legislative and organisational requirements:<br>• Daily tasks<br>• Work schedules<br>• Procedures for daily operation | | | | | | | | | | |
| | 4.2 Manage personnel involved in waste management operations | X | X | | X | X | | X | X | | |
| | 4.3 Establish a recording and reporting system for waste management operations | | X | | X | | X | X | | | X |
| | 4.4 Implement personnel educational and occupational training programs in relation to waste management operations | | X | | X | | X | X | | | X |
| | 4.5 Trace and evaluate deviation of SWF operations from normal conditions | X | X | | X | | | X | | X | X |
| | 4.6 Take action in the event of a breach in organisational rules, permit conditions or legislative non-compliance in relation to waste management operations | X | X | | X | | X | X | | X | X |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | 4.7 Plan and carry out audits related to waste management operations | | X | | X | | X | | | | X | |
| 5. Maintain the levels of facility operation in accordance with granted authorisations | 5.1 Analyse the requested technical documents and authorisations | | X | | X | | | | | | | |
| | 5.2 Plan the internal system in preparation for external audit | | X | | X | | X | X | | | | |
| | 5.3 Ensure that waste management system is equipped with the necessary documentation | | X | | X | | X | X | | | | |
| | 5.4 Plan, develop and implement operational waste management procedures | | X | | X | | X | X | | | | |
| | 5.5 Develop and implement operational and productivity analysis tools | | X | | X | | X | X | | | | |
| 6. Contribute to the sustainable development of waste management operations | 6.1 Maintain low level of impacts during material and energy recovery | | X | | X | | | X | | | | |
| | 6.2 Work productively with colleagues and stakeholders to apply the principles of sustainability to waste management operations | | X | | X | X | | X | | | | |

# Unit HWM20: Manage waste transport operations for the transfer of hazardous and non-hazardous healthcare waste at a healthcare facility

| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Understand how to manage healthcare waste transfer | 1.1 Describe how to check and monitor the quantity and quality of waste prepared for transfer to ensure compliance with the material quality standards supplied by the intended recipient | | x | | x | | | x | | | |
| | 1.2 Describe how to Implement recording and information systems specifically relating to the preparation of healthcare wastes for transfer in accordance with legislative and organisational requirements. | | x | | x | | | x | | | |

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|---|---|---|---|---|---|---|---|---|---|---|
| | 1.3 Describe how to identify hazards and minimise risks to health, safety and the environment arising from preparing wastes for transfer | | x | | x | | | x | | |
| | 1.4 Describe the legal and organisational requirements for recording and reporting risks to health, safety and the environment. | | | | | | | | | |
| | 1.5 Describe the requirements for safe storage of healthcare wastes that have been prepared for transfer. | | x | | x | | | x | | |
| | 1.6 Describe the required content of an emergency and spillage plan for accidents and incidents during waste storage, transfer and transportation. | | x | | x | | | x | | |
| 2. Understand how to organise a waste transfer | 2.1 Describe how to check that staff involved in the waste transfer have received training before using any machinery, plant or equipment used for waste transfer. | | x | | x | | | x | | |

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| | 2.2 Describe how to ensure that staff understand the procedures relating to the preparation of wastes for transfer and implement them in accordance with legislative and organisational requirements. | | x | | x | | | | x | | |
| | 2.3 Describe all necessary documentation required for the transfer of hazardous and non-hazardous waste. | | x | | x | | | | x | | |
| | 2.4 Describe the required records and information systems related to the necessary actions performed on the site for specific waste streams | | x | | x | | | | x | | |
| 3. Understand how to organise waste transportation | 3.1 Describe the factors involved in planning waste transportation | | x | | x | | | | x | | |
| | 3.2 Describe how to check that staff involved in the waste transportation have received training on hazardous material transportation | | x | | x | | | | x | | |

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| | 3.3 Describe the documentation required for the transport of hazardous and non-hazardous waste. | | x | | x | | | x | | | |
| | 3.4 Describe methods for ensuring that transport documentation for materials leaving the site is completed accurately | | x | | x | | | x | | | |
| 4. Understand how to record and communicate data and information in relation to waste transfer | 4.1 Describe how to ensure the programme of work and operational instructions relating to the transfer and transportation operations contain the information needed for site personnel to carry out the processes in line with organisational procedures. | | x | | x | | | x | | | |
| | 4.2 Describe ways of maintaining accurate records of all waste leaving the site. | | x | | x | | | x | | | |
| 5. Understand how to resolve problems which arise from managing the reception of waste | 5.1 Describe when to seek expert advice to resolve situations which are outside the responsibility of the job role | | x | | x | | | x | | | |

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| | 5.2 Describe methods of rectifying any staff shortages, equipment deficiencies or external causes that prevent the transfer and transport of wastes | | x | | x | | | | x | | | |
| | 5.3 Describe the procedure for advising senior managers of any breaches of security or other situations which require their attention. | | x | | x | | | | x | | | |
| | 5.4 Describe the procedures for making arrangements for alternative transport or recipients for waste when existing arrangements are unavailable | | x | | x | | | | x | | | |
| 6. Manage healthcare waste transfer | 6.1 Implement systems and procedures for preparing healthcare wastes for transfer in accordance with legislative and organisational requirements | x | x | x | | | | x | x | | | x |
| | 6.2 Check and monitor the quantity and quality of waste prepared for transfer to ensure compliance with the material quality standards supplied by the intended recipient | | x | | x | | | | | | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | 6.3 Implement recording and information systems specifically relating to the preparation of healthcare wastes for transfer in accordance with legislative and organisational requirements. | x | x | x | | | x | x | | | x |
| | 6.4 Notify the responsible authorities about the planned waste transfer if required | x | x | x | x | | x | x | | | x |
| | 6.5 Identify hazards and minimize risks to health, safety and the environment arising from preparing wastes for transfer | x | x | x | | | x | x | | | x |
| | 6.6 Comply with legal and organisational requirements for recording and reporting risks to health, safety and the environment. | | | | | | | | | | |
| | 6.7 Plan and make arrangements for the safe storage of healthcare wastes that have been prepared for transfer. | | x | | x | | | | | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | 6.8 Ensure that an emergency and spillage plan is set up for accidents and incidents during waste storage, transfer and transportation. | | X | | X | | | | | | |
| 7. Organise the waste transfer | 7.1 Check that staff involved in the waste transfer have received training before using any machinery, plant or equipment. | X | X | | X | | | | | X | X |
| | 7.2 Ensure that staff understand the procedures relating to the preparation of wastes for transfer and implement them in accordance with legislative and organisational requirements. | | X | | X | | X | | | | X |
| | 7.3 Prepare all necessary documentation required for the transfer of hazardous and non-hazardous waste. | X | | | | | | X | | X | X |
| | 7.4 Maintain records and information systems related to the necessary actions performed on the site for specific waste streams | X | | | | | | | | X | X |

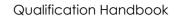| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 8.  Organise the waste transportation | 8.1 Plan the waste transportation and check that staff involved in the waste transportation have received training on hazardous material transportation. | | x | | x | | | | | | | |
| | 8.2 Make arrangements for the safe loading of waste. | | | | x | | | | | | | x |
| | 8.3 Prepare all necessary documentation required for the transport of hazardous and non-hazardous waste. | | x | | x | | | | x | | | |
| | 8.4 Ensure transport documentation for materials leaving the site is completed accurately | | x | | x | | | | x | | | |
| 9.  Record and communicate data and information | 9.1 Review the programme of work and operational instructions relating to the transfer and transportation operations to ensure they contain the information needed for site personnel to carry out the processes in line with organisational procedures. | | x | | x | | | | | | | |
| | 9.2 Maintain accurate records of all waste leaving the site. | | x | | x | | | | x | | | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 10.Resolve problems which arise from managing the reception of waste | 10.1 Seek expert advice to resolve situations which are outside the responsibility of the job role | x | x | | x | x | | x | x | | |
| | 10.2 Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the transfer and transport of wastes | x | x | | x | x | | x | x | | |
| | 10.3 Advise senior managers of any breaches of security and other situations which require their attention. | x | x | | x | x | | x | x | | |
| | 10.4 Make arrangements for alternative transport or recipients for waste when existing arrangements are unavailable | x | x | | x | x | | x | x | | |

# Unit HWM26: Manage maintenance and other engineering operations

| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Manage maintenance and other engineering operations | 1.1 Confirm the maintenance activities that are required to achieve requirements and use the data to draw up the most suitable program | X | | X | | X | X | X | X | X | |
| | 1.2 Schedule the time and resources available for undertaking the maintenance activities identified | | | | X | X | X | X | X | | |
| | 1.3 Produce maintenance schedules that meet organisational requirements and comply with legislation | | | | X | X | X | X | X | | |
| | 1.4 Ensure schedules meet the requirements of external bodies and equipment manufacturers | | | | X | X | X | X | X | | |
| | 1.5 Produce contingency plans which take account of potential difficulties | | | | X | X | X | X | X | | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1.6 Record the maintenance schedule in accordance with organisational procedures | | | | X | X | X | X | X | | |
| | 1.7 Implement procedures to ensure that test certificates and operator certificates are kept up to date | | | X | | X | | X | X | X | |
| | 1.8 Ensure those responsible for maintenance and other engineering activities will have the necessary resources to carry out work to the required standard | X | X | | X | X | | X | | | |
| | 1.9 Ensure equipment is fully operational and the process is validated after maintenance | | | X | | X | | | | X | |
| 2. Use and communicate data and information | 2.1 Communicate the maintenance schedules to relevant personnel | X | | X | | | X | X | | | |
| | 2.2 Provide clear instructions to those responsible for maintenance and other engineering activities and check they understand what is required | X | | X | | | X | X | | | |
| | 2.3 Review regularly the frequency, nature and causes of breakdowns and use the information to resolve the problems and prevent failures | X | X | X | | | X | X | | | |
| | 2.4 Follow organisational procedures for communicating information to other people | X | X | | | X | X | | | | |
| | 2.5 Maintain records in accordance with organisational requirements | X | X | | | X | X | | | | |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2.6   Check with relevant personnel any circumstance where information appears to be incorrect | X | | X | | | X | | | | | |
| 3. Resolve problems that could affect maintenance and other operation | 3.1   Resolve day-to-day problems within the responsibility of the job role | X | X | | X | | | | | | | X |
| | 3.2   Refer problems and conditions outside the responsibility of the job role to relevant personnel using organisational procedures | X | X | | X | | | | | | | X |
| | 3.3   Report to the relevant personnel any situations that require additional intervention | X | X | | X | | | | | | | X |

# Unit HWM27: Manage health and safety during healthcare waste transport operations

| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Understand the underpinning legislation, procedures, and requirements for managing health and safety during healthcare waste transfer operations | 1.1 Describe the relevant legislation, regulations, and codes of practice applicable to safety, health and the environment. | | x | | x | | x | | | | |
| | 1.2 Describe the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment. | | x | | x | | x | | | | |
| | 1.3 Describe the regulatory requirements and organisational procedures for dealing with wastes which require specific handling. | | x | | x | | x | | | | |
| | 1.4 Describe the organisational health and safety policy and procedures applicable to the site | | x | | x | | x | | | | |

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| 2. Understand how to manage health and safety during healthcare waste transport operations | 2.1 Describe organisational procedures for collecting, transporting and disposing of waste | | x | | x | | x | | | | |
| | 2.2 Describe organisational procedures for dealing with spillages | | x | | x | | x | | | | |
| | 2.3 Describe the different types of waste and how they are disposed of | | x | | x | | x | | | | |
| | 2.4 Describe the reasons why health care waste is segregated | | x | | x | | x | | | | |
| | 2.5 Describe the actions to take if waste has not been segregated correctly | | x | | x | | x | | | | |
| | 2.6 Describe how to load and unload waste in accordance with health and safety procedures | | x | | x | | x | | | | |
| | 2.7 Describe how to deal with spillages correctly | | x | | x | | x | | | | |
| | 2.8 Explain why it is important to maintain the security of waste | | x | | x | | x | | | | |
| | 2.9 Describe how to maintain health and safety during the collection, transporting and disposal of waste | | x | | x | | x | | | | |
| | 2.10 Describe the types of transportation equipment available | | x | | x | | x | | | | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2.11 Describe how to use transportation equipment correctly | | x | | x | | x | | | | |
| | 2.12 Describe the correct use of waste disposal equipment | | x | | x | | x | | | | |
| | 2.13 Describe risk management systems in place to minimise hazards to personnel | | x | | x | | x | | | | |
| 3. Understand how to identify risks to health and safety during healthcare waste transport operations | 3.1 Identify where most injuries and accidents occur both on the road and in the depot | | x | | x | | x | | | | |
| | 3.2 Describe the details to record and report in relation to risks and dangers | | x | | x | | x | | | | |
| | 3.3 Identify the limits of own responsibility and ability in taking immediate action to reduce risks | | x | | x | | x | | | | |
| | 3.4 Describe how to avoid personal injury, including:<br>• Correct seat positioning,<br>• Manual handling techniques<br>• Proper use of personal protection facilities | | x | | x | | x | | | | |
| | 3.5 Define the following terms:<br>• Hazards<br>• Risks | | x | | x | | x | | | | |
| | 3.6 Describe the type of hazards and risks that may arise in relation to health and safety | | x | | x | | x | | | | |

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| | 3.7 Describe risk analysis to minimise hazards to personnel and the environment for the whole workplace | | x | | x | | x | | | | | |
| | 3.8 Describe how to establish and use systems for identifying hazards and assessing risks | | x | | x | | x | | | | | |
| | 3.9 Describe the actions that should be taken to control or eliminate the hazards and risks | | x | | x | | x | | | | | |
| 4. Understand how to limit danger and damage to human health and environmental health during healthcare waste transport operations | 4.1 Identify when it is necessary to evacuate the workplace, and use the approved escape routes and assembly points | x | x | x | x | x | x | x | x | | | x |
| | 4.2 Describe the organisation's procedures for dealing with and reporting dangerous situations | | x | | x | | x | | | | | |
| | 4.3 Describe how to use equipment and alarm systems to limit danger | | x | | x | | x | | | | | |
| | 4.4 Describe methods of communication to let others know about the danger | | x | | x | | x | | | | | |
| | 4.5 Describe where and how to get help in dealing with dangerous situations | | x | | x | | x | | | | | |

| Learning Outcome | Assessment Criteria | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 5. Understand health and safety requirements in own area of responsibility during healthcare waste transport operations | 5.1 Describe how to establish systems for monitoring, measuring and reporting on health and safety performance in own area of responsibility | | x | | x | | x | | | | |
| | 5.2 Identify the type of resources required to deal with health and safety issues | | x | | x | | x | | | | |
| | 5.3 Describe the resources allocated to and across own area of responsibility for health and safety | | x | | x | | x | | | | |
| | 5.4 Identify allocated responsibilities for health and safety in own area of responsibility and across the organisation | | x | | x | | x | | | | |
| | 5.5 Describe systems in place for monitoring, measuring and reporting health and safety performance in own area of responsibility | | x | | x | | x | | | | |
| 6. Manage health and safety during healthcare waste transport operations | 6.1  Identify the type of waste | x | x | x | x | x | x | x | x | | x |
| | 6.2 Ensure that the waste is segregated in accordance with current legislation and organisational procedures | x | x | | x | | x | x | x | | x |
| | 6.3 Take action to deal with unsegregated waste | x | x | | x | x | x | x | x | | x |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 6.4 Ensure that the waste for transportation is loaded safely and correctly | x | x | | x | x | x | x | x | | x |
| | 6.5 Deal with spillages in accordance with current legislation and organisational procedures | x | x | | x | x | x | x | x | | x |
| | 6.6 Maintain health and safety in accordance with organisational policy and legislation | x | x | | x | x | x | x | x | | x |
| | 6.7 Ensure waste is moved in a safe manner | x | x | | x | x | x | x | x | x | x |
| | 6.8 Ensure waste is taken to the correct area for disposal | x | x | | x | x | x | x | x | x | x |
| | 6.9 Ensure the waste is unloaded safely and correctly | x | x | | x | x | x | x | x | x | x |
| | 6.10 Maintain the security of the waste | x | x | | x | x | x | x | x | | x |
| | 6.11 Ensure all equipment is used correctly and in accordance with current procedures | x | x | | x | x | x | x | x | x | x |
| 7. Identify risks to health and safety during healthcare waste transport operations | 7.1 Provide support to colleagues to check that health, safety, and security procedures are followed at all times | x | x | | x | x | x | x | x | | x |
| | 7.2 Identify health and safety hazards and security issues | x | x | | x | | x | x | x | | x |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 7.3 Take immediate action to prevent injury, theft, and damage, and give priority to the protection of people over organisational performance | x | x | | x | x | x | x | x | | x |
| | 7.4 Respond to incidents affecting health, safety, and security by using the safety equipment and carrying out the safety procedures specified by the organisation | x | x | | x | x | x | x | x | | x |
| | 7.5 Report accidents and near misses to the relevant personnel and record them in information systems within the limits of own authority | x | x | | x | x | x | x | x | | x |
| | 7.6 Identify promptly health and safety hazards and security issues | x | x | | x | x | x | x | x | | x |
| | 7.7 Conduct risk assessments for the activities in own area of responsibility | x | x | | x | | x | x | x | | x |
| | 7.8 Communicate the results of the risk assessments to the relevant personnel | x | x | | x | x | x | x | x | | x |
| | 7.9 Ensure follow-up actions for the risk assessment results are completed within the agreed timeframe | x | x | | x | x | x | x | x | | x |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| 8. Limit danger and damage to human health and environmental health during healthcare waste transport operations | 8.1 Take immediate and effective action to limit the danger or damage, without increasing the danger to self or others | x | x | | | x | x | x | x | x | |
| | 8.2 Take action to deal with danger and damage within own limits of authority and ability | x | x | | x | x | x | x | x | | |
| | 8.3 Follow organisational procedures for limiting danger and damage | x | x | | x | x | x | x | x | | |
| | 8.4 Request necessary assistance to deal effectively with the danger | x | | | | x | x | x | | | |
| | 8.5 Give clear information and instructions to others to allow them to take action | x | | | | x | x | x | | | |
| | 8.6 Record and report details of the danger in accordance with operator guidelines | x | | | | | x | x | x | | x |
| | 8.7 Report any difficulties keeping to the organisation's health and safety procedures | x | | | | | x | x | x | | x |
| | 8.8 Provide support to colleagues to check that health, safety, and security procedures are followed at all times | x | x | | x | x | x | x | | | |
| | 8.9 Use personal protective equipment (PPE) correctly | x | x | x | x | x | x | x | x | x | x |

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|---|---|---|---|---|---|---|---|---|---|---|
| 9. Ensure health and safety requirements are met in own area of responsibility during healthcare waste transport operations | 9.1 Identify own responsibilities and liabilities under health and safety legislation | | x | | x | | x | | | | |
| | 9.2 Ensure regular consultation with relevant personnel in own area of responsibility on health and safety issues | | x | | x | x | x | x | x | | |
| | 9.3 Ensure that a system is in place for identifying hazards and assessing risks in own area of responsibility | | x | | x | x | x | x | x | | |
| | 9.4 Take action to eliminate and control identified hazards and risks in own area of responsibility | | x | | x | x | x | x | x | | |
| | 9.5 Ensure that systems are in place for effective monitoring, measuring and reporting of health and safety performance in own area of responsibility | | x | | x | x | x | x | x | | |
| | 9.6 Report accidents and near misses to the relevant personnel | | x | x | x | x | x | x | x | | x |
| | 9.7 Record accidents and near misses using information systems within the limits of own authority | | x | x | x | x | x | x | x | | x |
| | 9.8 Comply with the organisation's procedures and all relevant legal, safety and operating requirements relating to health and safety | | x | x | x | x | x | x | x | | x |

**Qualifications**

# SECTION 2 –
# Optional Unit Group 1

# Unit HWM10a: Contribute to the development of tender bid documentation and contractor selection

| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Understand how to prepare tenders in accordance with legislative and organisational requirements | 1.1 Describe the legislative and organisational requirements for tender processes | | x | | x | | | x | | | |
| | 1.2 Describe how to draw up documentation to invite tenders | | x | | x | | | x | | | |
| | 1.3 Identify the people in the contracting organisation with the correct level of authority to authorise the contract | | x | | x | | | x | | | |
| | 1.4 Describe the organisational procedures for authorising contracts | | | | | | | | | | |
| | 1.5 Describe the principles of handling information confidentiality | | x | | x | | | x | | | |
| | 1.6 Describe the organisation's objectives and priorities for the provision of services | | x | | x | | | x | | | |
| | 1.7 Describe the current operating costs within the organisation for the services requested | | x | | x | | | x | | | |
| | 1.8 Describe how to complete all relevant paperwork | | x | | x | | | x | | | |

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|---|---|---|---|---|---|---|---|---|---|
| | 1.9 Describe the technical skills needed for the services requested | x | | x | | | x | | |
| | 1.10 Describe the specific legislative requirements and guidance applicable to services requested | x | | x | | | x | | |
| | 1.11 Describe the records required by legislation and by organisational procedures in relation to the activities carried out to provide the service | x | | x | | | x | | |
| 2. Understand how to evaluate tender bids in accordance with legislative and organisational requirements | 2.1 Explain why it is important to follow supplier selection processes | x | | x | | | x | | |
| | 2.2 Describe how to analyse sources of information on potential contractors | x | | x | | | x | | |
| | 2.3 Describe the methodology applied to evaluate bids against selection criteria | x | | x | | | x | | |
| | 2.4 Describe how to assess the types of criteria that could be used for selecting contractors | x | | x | | | x | | |
| | 2.5 Describe how to assess contracting risks | x | | x | | | x | | |
| | 2.6 Explain why it is important to ensure additional information is made available equally to all tenderers | x | | x | | | x | | |
| | 2.7 Describe how to make additional information available to all tenderers | | | | | | | | |
| | 2.8 Explain why it is important to develop clear criteria for evaluation | x | | x | | | x | | |
| | 2.9 Describe how to develop clear criteria for evaluation | | | | | | | | |
| | 2.10 Describe how to evaluate fairly against specified criteria | x | | x | | | x | | |
| | 2.11 Describe what service specifications, tender documents and contracts should contain | x | | x | | | x | | |
| | 2.12 Describe procurement procedures | x | | x | | | x | | |

| Learning outcome | Assessment criteria | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 3. Understand how to select contracted services | 3.1 Describe how to analyse the risks involved in commissioning, procurement and contracting for own area of responsibility | | x | | x | | | | x | | |
| | 3.2 Describe methods of managing and mitigating the risks involved in commissioning, procurement and contracting for own area of responsibility | | x | | x | | | | x | | |
| | 3.3 Describe the main types of contracts and agreements including:<br>• Supply<br>• Works<br>• Service | | x | | x | | | | x | | |
| | 3.4 Describe how to select a contract or agreement for the procurement of goods, services and works | | x | | x | | | | x | | |
| 4. Prepare tenders in accordance with legislative and organisational requirements | 4.1 Select a tendering process appropriate to the size and level of risk of the contract in accordance with organisational values, policy and legal requirements | x | | | x | x | x | x | x | | x |
| | 4.2 Prepare invitations to tender and circulate to potential contractors or suppliers | x | | | x | x | x | x | x | | x |
| | 4.3 Establish relevant criteria for the selection of potential contractors in accordance with organisational values, policy and legal requirements | x | | | x | x | x | x | x | | x |
| | 4.4 Evaluate potential contractors who may be capable of meeting the selection criteria to establish a shortlist | x | | | x | x | x | x | x | | x |
| | 4.5 Accurately identify when to go out to tender for services | x | | | x | x | x | x | x | | x |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | 4.6 Develop tender documentation to commission services in own area of responsibility, in line with work setting and legal requirements | x | | | x | x | x | x | x | | x |
| | 4.7 Ensure the tender documentation contains a detailed specification to allow an accurately costed tender to be produced | x | | | x | x | x | x | x | | x |
| | 4.8 Ensure the tender documentation specifies the procedures and timing for tender submission | x | | | x | x | x | x | x | | x |
| | 4.9 Ensure the tender documentation specifies clear evaluation criteria designed to select best overall value | x | | | x | x | x | x | x | | x |
| | 4.10 Invite tenders from a range of suitable providers | x | | | x | x | x | x | x | | x |
| | 4.11 Make available any additional information requested all tenderers | x | | | x | x | x | x | x | | x |
| 5. Evaluate tender bids in accordance with legislative and organisational requirements | 5.1 Accept tenders made in accordance with the procedures and timing for submission | x | | | x | x | x | x | x | | x |
| | 5.2 Ensure tenders are evaluated fairly against the specified evaluation criteria by people who are competent to do so | x | | | x | x | x | x | x | | x |
| | 5.3 Provide tenderers with opportunities to clarify any details which may be necessary to evaluate tenders fairly | x | | | x | x | x | x | x | | x |

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| | 5.4 Maintain data protection for contractors' or suppliers' information | X | | | X | X | X | X | X | | X |
| | 5.5 Apply a methodology to evaluate bids against selection criteria | X | | | X | X | X | X | X | | X |
| | 5.6 Consult with senior colleagues to ensure the chosen bid meets the specification | X | | | X | X | X | X | X | | X |
| | 5.7 Prepare a report detailing the tender offers and provide reasons for choosing the selected contractor or supplier | X | | | X | X | X | X | X | | X |
| 6. Select contracted services | 6.1 Offer contracts for the provision of services to those providers whose tenders best meet the specified criteria | X | | | X | X | X | X | X | | X |
| | 6.2 Ensure the contracts offered state the aims and objectives of services and the level of service required | X | | | X | X | X | X | X | | X |
| | 6.3 Ensure the contracts offered state how the objectives and the level of services will be monitored and evaluated | X | | | X | X | X | X | X | | X |
| | 6.4 Ensure the contracts offered state the roles and obligations of each party | X | | | X | X | X | X | X | | X |
| | 6.5 Ensure the contracts offered state the action to be taken if the provider fails to deliver services to specifications | X | | | X | X | X | X | X | | X |

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|---|---|---|---|---|---|---|---|---|---|---|
| | 6.6 Ensure the contracts offered meet work setting and legal requirements | x | | | x | x | x | x | x | | x |
| | 6.7 Inform unsuccessful tenderers promptly of the outcome of the tendering process | x | | | x | x | x | x | x | | x |

# Unit HWM10b: Implement, manage and monitor contracted services

| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Understand how to implement contracted services | 1.1 Describe terms and conditions for commercial contracts including:<br>• Indemnities and liabilities<br>• Insurances<br>• Guarantees<br>• Liquidated damages<br>• Payment<br>• Delivery and completion<br>• The specification<br>• Key performance indicators (KPIs)<br>• Contract terms<br>• Pricing schedule<br>• Other schedules<br>• Non-disclosure and confidentiality agreements | | x | | x | | | x | | | |
| | 1.2 Explain why it is important to complete the relevant documentation accurately | | x | | x | | | x | | | |

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|---|---|---|---|---|---|---|---|---|---|---|
| | 1.3 Explain why it is important to comply with legal and ethical requirements for contracts and agreements | | x | | x | | | x | | | |
| | 1.4 Describe legal issues and legislation relating to the creation of commercial contracts including:<br>• Offers, counter offers, acceptance<br>• Legislation relating to quality, delivery and payment<br>• Passing of property<br>• Compensation | | x | | x | | | x | | | |
| | 1.5 Explain why it is important to agree the draft contract and agreement with internal stakeholders in accordance with organisational procedures | | x | | x | | | x | | | |
| | 1.6 Describe how to agree the contract and agreement terms with the approved supplier | | x | | x | | | x | | | |
| | 1.7 Describe organisational procedures for awarding contracts and agreements | | x | | x | | | x | | | |

| 2. Understand how to manage contracted services | 2.1 Describe organisational requirements, procedures and practices for contract management and those of partner commissioning organisations | | x | | x | | | | x | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | 2.2 Describe the potential hazards to safety, health and the environment arising from the activities carried out to provide the service | | x | | x | | | | x | | | | |
| | 2.3 Describe methods of managing and mitigating the risks involved in commissioning, procurement and contracting for own area of responsibility | | x | | x | | | | x | | | | |
| | 2.4 Describe how to manage budgets and resources in relation to the contracted services | | x | | x | | | | x | | | | |
| | 2.5 Identify who should be responsible for the effective management of contracts for purchased goods and services | | x | | x | | | | x | | | | |
| | 2.6 Describe the concept of demand management for contracts | | x | | x | | | | x | | | | |

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| | 2.7 Describe how to forecast and plan requirements with stakeholders for the supply of goods, services and works to match demand | | x | | x | | | x | | | |
| 3. Understand how to evaluate and review contracted services | 3.1 Describe how to identify, collect, analyse, measure, and assess data in relation to the contracted services | | x | | x | | | x | | | |
| | 3.2 Describe how to develop SMART targets for assessing the performance of suppliers | | x | | x | | | x | | | |
| | 3.3 Explain why it is important to develop and agree SMART targets for assessing the performance of suppliers | | | | | | | | | | |
| | 3.4 Describe how to monitor the supply of goods, services or works against agreed targets | | x | | x | | | x | | | |
| 4. Understand how to resolve problems in relation to contracted services | 4.1 Describe the main types of risks in contract performance including:<br>• internal risks<br>• market risks<br>• economic risks<br>• legal risks<br>• ethical sourcing<br>• lapses in performance | | x | | x | | | x | | | |
| | 4.2 Describe ways of mitigating risks in contract performance | | | | | | | | | | |

| Learning Outcome | Assessment Criteria | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 4.3 Describe how to ensure that relevant contractor has the required skills to provide a service and what to do in response to a perceived skills deficit | | x | | x | | | | x | | |
| | 4.4 Describe how to develop an improvement plan to improve supplier performance | | x | | x | | | | x | | |
| | 4.5 Explain why it is important to monitor the implementation of the improvement plan by suppliers | | x | | x | | | | x | | |
| 5. Understand how to communicate data and information in relation to contracted services | 5.1 Describe how to manage and promote effective communication with colleagues and other stakeholders handling information | | x | | x | | | | x | | |
| | 5.2 Describe the legal requirements, policies, procedures and protocols for the security and confidentiality of information | | x | | x | | | | x | | |
| | 5.3 Describe the legal and work setting requirements for recording information and producing reports within timescales | | x | | x | | | | x | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | 5.4 Describe how to identify, collect, analyse, measure, and assess data in relation to contracted services | | x | | x | | | | x | | | |
| | 5.5 Describe how and where electronic communications can and should be used | | x | | x | | | | x | | | |
| 6. Implement contracted services | 6.1 Identify and select a contract or agreement for the procurement of goods, services and works | x | | | x | x | x | x | x | | x |
| | 6.2 Agree the contract or agreement specification with internal stakeholders | x | | | x | x | x | x | x | | x |
| | 6.3 Identify and select terms and conditions including commercial clauses, for the supply of goods, services and works | x | | | x | x | x | x | x | | x |
| | 6.4 Agree the draft contract with internal stakeholders in accordance with organisational procedures | x | | | x | x | x | x | x | | x |
| | 6.5 Negotiate and agree with the chosen supplier(s), the final terms and conditions of the contract | x | | | x | x | x | x | x | | x |

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| | 6.6 Award the contract to the approved supplier | x | | | x | x | x | x | x | | x |
| | 6.7 Confirm the methods agreed for assessing contract performance with own team and the contractor | x | | | x | x | x | x | x | | x |
| | 6.8 Inform own team and the contractor of monitoring contract performance results | x | | | x | x | x | x | x | | x |
| | 6.9 Arrange for payment based on the assessment of performance against the contract | x | | | x | x | x | x | x | | x |
| | 6.10 Maintain records showing reasons for variations if payment differs from the contract terms | x | | | x | x | x | x | x | | x |
| | 6.11 Develop and agree on a contract management plan with the relevant people | x | | | x | x | x | x | x | | x |
| 7. Manage contract performance | 7.1 Appraise contractor performance for supply of contracted services and circulate the results to the appropriate people | x | | | x | x | x | x | x | | x |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | 7.2 Allocate and agree responsibilities for effective contract management with stakeholders | x | | | | x | x | x | x | x | | x |
| | 7.3 Forecast and plan requirements with internal stakeholders and suppliers to match delivery and supply of goods, services and works with actual demand | x | | | | x | x | x | x | x | | x |
| | 7.4 Develop and agree Specific, Measurable, Achievable, Relevant and Timely (SMART) targets for assessing the performance of suppliers | x | | | | x | x | x | x | x | | x |
| | 7.5 Monitor the supply/delivery of goods, services, and works to ensure that agreed targets and Key Performance Indicators (KPIs) have been met | x | | | | x | x | x | x | x | | x |
| | 7.6 Examine and assess requests for variation to the contract to confirm they are justified | x | | | | x | x | x | x | x | | x |

| Learning Outcome | Assessment Criteria | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 7.7 Provide an evaluation of the effects of variation requests on contract finances, timescales, and services | x | | | x | x | x | x | x | | x |
| | 7.8 Agree any alteration to terms and payments with the contractor and record them in accordance with organisational procedures | x | | | x | x | x | x | x | | x |
| | 7.9 Inform promptly the contractor and own team about approved variations and their implications | x | | | x | x | x | x | x | | x |
| 8. Evaluate and review contract performance using data to enhance future contracts | 8.1 Collate and assess data from the contractor's performance and use it for helping the preparation of future contracts | x | | | x | x | x | x | x | | x |
| | 8.2 Summarise and cost suggested changes and circulate the information for comment | x | | | x | x | x | x | x | | x |
| | 8.3 Incorporate approved changes into the contract specification process for future tenders | x | | | x | x | x | x | x | | x |

| | | | | | | | | | | | |
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| | 8.4 Agree on a contract performance management plan with the relevant people | x | | | x | x | x | x | x | | x |
| | 8.5 Ensure that contract performance management plans include a clear explanation of actions for non-compliance | x | | | x | x | x | x | x | | x |
| | 8.6 Analyse information collected through the contract monitoring plan | x | | | x | x | x | x | x | | x |
| | 8.7 Evaluate whether the provider is meeting the requirements of the contract | x | | | x | x | x | x | x | | x |
| | 8.8 Provide information to relevant people about the contract including:<br>• Risks<br>• Progress towards outcomes<br>• Any planned further actions | x | | | x | x | x | x | x | | x |
| | 8.9 Maintain contractual records in accordance with legal and organisational requirements | x | | | x | x | x | x | x | | x |
| | 8.10 Regularly analyse contract data against planned budgets to identify any financial risks, variances and trends | x | | | x | x | x | x | x | | x |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | 8.11 Promptly advise budget holders of any potential risks or variance in costs, in accordance with legal and organisational requirements | x | | | x | x | x | x | x | | x |
| | 8.12 Evaluate opportunities for saving costs, including the amounts that could be saved | x | | | x | x | x | x | x | | x |
| 9. Use and communicate data and information in relation to contracted services | 9.1 Follow operational and organisational procedures for communicating information to other people | x | | | x | x | x | x | x | | x |
| | 9.2 Confirm communication channels between organisation and the contractor are understood by all concerned | x | | | x | x | x | x | x | | x |
| | 9.3 Check with relevant personnel any circumstance where information appears to be incorrect | x | | | x | x | x | x | x | | x |
| | 9.4 Maintain records of the selection procedure to show objectivity of the decision-making process | x | | | x | x | x | x | x | | x |

| | 9.5 Ensure the programme of work and operational instructions relating to the tender process contain all the information needed for personnel engaged in the process to carry out their functions in accordance with organisational procedures | x | | | x | x | x | x | x | | x |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | 9.6 Advise colleagues about circumstances that interrupt the tender process and any situations that require their attention | x | | | x | x | x | x | x | | x |
| 10.Resolve problems arising from the implementation of contracted services | 10.1 Identify potential risks to contract performance that can impact on the delivery of purchased goods, services or works | x | | | x | x | x | x | x | | x |
| | 10.2 Liaise and agree with stakeholders and suppliers plans to mitigate identified risks | x | | | x | x | x | x | x | | x |
| | 10.3 Work with the relevant people to identify reasons where contract requirements are not being met | x | | | x | x | x | x | x | | x |

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| | 10.4 Deal with circumstances that fail to comply with legislative or organisational requirements | x | | | x | x | x | x | x | | x |
| | 10.5 Deal with failures to comply with details of the contract | x | | | x | x | x | x | x | | x |
| | 10.6 Refer issues not in area of responsibility to the staff with the required decision-making authority | x | | | x | x | x | x | x | | x |
| | 10.7 Manage investigations where contract requirements have not been met | x | | | x | x | x | x | x | | x |
| | 10.8 Initiate discussions with the contractor to find ways of resolving disputes | x | | | x | x | x | x | x | | x |
| | 10.9 Refer details of failures for legal advice and initiate action to obtain redress if necessary | x | | | x | x | x | x | x | | x |
| | 10.10 Seek alternative services when the contractor fails to meet the contract | x | | | x | x | x | x | x | | x |
| | 10.11 Develop and agree with suppliers an improvement plan to improve performance where it falls below agreed standards | x | | | x | x | x | x | x | | x |

| | 10.12 Monitor the implementation of the improvement plan by suppliers | x | | | x | x | x | x | x | | x |
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# SECTION 3 –
# Optional Unit Group 2

# Unit HWM03: Contribute to the selection of personnel for activities

| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Understand how to identify personnel requirements | 1.1 Describe how to make a case for additional personnel in a way which is likely to influence decision-makers positively. | | | | X | X | | X | X | | |
| | 1.2 Describe how to collect and check information in relation to personnel requirements. | X | | X | X | | X | | | | |
| | 1.3 Explain the legal requirements for the identification of personnel requirements. | | X | | X | | | X | X | | X |
| | 1.4 Outline the organisational requirements for identifying personnel needs. | | X | | X | | | X | X | | X |
| | 1.5 Describe how to interpret work objectives and constraints which are relevant to identifying personnel needs. | | | | X | | | X | X | | |

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|---|---|---|---|---|---|---|---|---|---|---|
| | 1.6 Describe how to help specify the job roles, competences and attributes required to meet these needs. | | X | | X | X | | X | X | | |
| 2. Understand how to contribute to the selection of personnel for activities | 2.1 Describe how to present suggestions for personnel selection. | | X | X | X | | | X | X | | |
| | 2.2 Describe how to communicate with the range of personnel involved. | | | X | X | | | X | X | | X |
| | 2.3 Explain why confidentiality is important during selection processes. | | X | X | X | | | X | X | | |
| | 2.4 Explain why it is important to keep accurate, complete and clear records of own contributions to the selection process. | X | X | X | X | | | X | X | | |
| | 2.5 Outline legal requirements for the selection of personnel. | | X | | X | | X | X | X | | X |
| | 2.6 Outline organisational requirements for the selection of personnel. | | X | | X | | X | X | X | | X |
| | 2.7 Describe the methods used for the assessment and selection of staff. | | X | | X | | X | X | X | | |
| | 2.8 Describe the advantages and disadvantages of methods used for the assessment and selection of staff | | X | | X | | X | X | X | | |

| Learning Outcome | Assessment Criteria | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2.9 Identify own responsibility in relation to the assessment and selection of staff. | X | X | X | X | | X | X | X | | X |
| | 2.10 Identify how to make fair and objective assessments against criteria during the selection process. | | X | X | X | | X | X | X | | X |
| 3. Contribute to identifying personnel requirements | 3.1 Identify personnel requirements based on current, valid and reliable information. | | | | X | | | X | | | |
| | 3.2 Make suggestions for personnel allocations which take account of work objectives and constraints. | X | X | | X | | | X | | | |
| | 3.3 Make suggestions for personnel requirements which meet organisational needs and legal requirements. | | | | X | | | X | X | | |
| | 3.4 Present recommendations to relevant people in the agreed format at the agreed time. | | | | X | | X | X | X | | X |
| | 3.5 Consult with relevant people on personnel requirements in a timely and confidential manner | | | | X | | X | X | X | | X |
| | 3.6 Evaluate the skills required and the overall objectives of the job role when considering personnel requirements | X | X | | X | | | X | | | |
| | 3.7 Identify when additional personnel may be required | | X | | X | X | | X | X | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| 4. Contribute to the selection of personnel for activities | 4.1 Use methods to assess and select personnel which meet organisational requirements. | X | X | X | X | | | X | X | | X |
| | 4.2 Provide information which is complete, accurate and supports the fair assessment of personnel. | | X | X | X | | | X | X | | X |
| | 4.3 Make suggestions for the selection of personnel which are based on objective assessments of the information against agreed selection criteria. | X | X | X | X | | X | X | X | | X |
| | 4.4 Make suggestions for selection which are clear and accurate. | X | X | X | X | | | X | X | | |
| | 4.5 Make suggestions available to authorised people only. | X | X | X | X | X | | X | | | |
| | 4.6 Communicate with personnel in a manner, and at a level and pace, appropriate to their needs. | | X | X | X | | | X | X | | X |
| | 4.7 Keep records of own contributions to the selection process which are complete, accurate, clear and meet organisational requirements. | | | | | | X | | | | X |

# Unit HWM04: Create effective working relationships

| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Understand how to create, develop and maintain effective working relationships with colleagues | 1.1 Explain how to establish constructive relationships with colleagues. | X | | | X | | | X | | | |
| | 1.2 Identify how to seek and exchange information, advice and support. | X | X | | X | | | X | | | |
| | 1.3 Describe how to use different styles of approach in different situations. | X | X | | X | | | | | | |
| | 1.4 State how to deal with disagreement and conflict. | | X | X | X | | | X | | | |
| | 1.5 State how to deal with confidential information. | | X | X | X | | | | | | |
| | 1.6 Outline how to inform and consult with others about problems and proposals. | | X | X | | | | X | | | |
| | 1.7 Explain why it is important to establish good working relationships with colleagues. | | X | X | | | | X | | | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1.8 Explain why conflicts of interest can arise between colleagues and the business. | | X | X | | | | | X | | | |
| | 1.9 Describe what is the scope and limit of own authority for dealing with colleagues. | | X | X | | | | | X | | | |
| | 1.10 Outline what methods of communication are available to suit individual needs. | | | | X | | X | | | | | X |
| | 1.11 Describe the relevant legal and regulatory requirements. | | | | X | | | | | X | | |
| | 1.12 Outline what methods of motivating people to use for colleagues. | X | | | X | | | | X | | | X |
| | 1.13 Describe the organisation's reporting procedures when dealing with colleagues. | | X | X | X | | X | | | X | | X |
| 2. Understand how to create, develop and maintain effective working relationships with external contacts | 2.1 Explain how to establish constructive relationships with external contacts. | X | | | X | | | | X | | | |
| | 2.2 Describe how to seek and exchange information, advice and support. | X | X | | X | | | | X | | | |
| | 2.3 Describe how to use different styles of approach in different situations. | X | X | | X | | | | | | | |
| | 2.4 Describe how to deal with disagreement and conflict. | | X | X | X | | | | X | | | |
| | 2.5 Describe how to deal with confidential information. | | X | X | X | | | | | | | |

| Criteria | Statement | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2.6 Explain how to inform and consult with others about problems and proposals. | | | X | X | | | X | | | | |
| | 2.7 Explain why it is important to establish good working relationships with external contacts. | | | X | X | | | X | | | | |
| | 2.8 Explain why conflicts of interest can arise between external contacts and the business. | | | X | X | | | X | | | | |
| | 2.9 Describe the scope and limit of own authority for dealing with external relationships. | | | X | X | | | X | | | | |
| | 2.10 Outline what methods of communication are available to suit individual needs. | | | | | X | | | X | | | X |
| | 2.11 Describe the relevant legal and regulatory requirements. | | | | | X | | | | X | | |
| | 2.12 Outline what methods of motivating people to use when dealing with external contacts. | X | | | | X | | X | | | | X |
| | 2.13 Describe the organisation's reporting procedures for dealing with external contacts. | | | X | X | X | | | X | X | | X |
| 3. Create, develop and maintain effective working relationships with colleagues | 3.1 Establish and maintain relationships with colleagues which are constructive. | X | | | | X | | X | | | | |
| | 3.2 Meet commitments to colleagues within agreed timescales. | | | | | X | | | X | | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | 3.3 Provide assistance to colleagues who cannot meet deadlines with own work constraints. | X | X | | X | | | | | | |
| | 3.4 Provide colleagues with information and support to meet needs identified. | X | X | | X | | | | | | |
| | 3.5 Promptly raise and discuss concerns over quality of work with the appropriate person. | X | X | | X | X | | X | | | |
| | 3.6 Select methods of communication and support which are appropriate to the needs of colleagues. | X | X | | X | | | | | | |
| | 3.7 Promptly refer any difficult working relationships with colleagues, beyond own authority to resolve, to the appropriate person. | X | X | | X | | | X | | | |
| | 3.8 Maintain confidentiality of information relating to colleagues at all times. | | | | X | | | | | | |
| 4. Create, develop and maintain effective working relationships with external contacts | 4.1 Establish methods of working with external contacts accurately, agreeing and recording those methods. | | | X | | | | X | | | |
| | 4.2 Develop and maintain positive working relationships with external contacts to enable working relationships to be fulfilled. | X | | | X | | | X | | | |

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| 4.3 Deal with requests for information promptly, courteously and accurately, within limits of own authority. | | | X | | | | | | | | | |
| 4.4 Maintain confidentiality in accordance with organisational requirements. | | | | X | | | | | | | | |
| 4.5 Promptly refer difficulties in working relationships with external contacts, beyond own authority to resolve, to the appropriate person. | X | X | | X | | | X | | | | | |

# Unit HWM08: Climate change adaptation auditing and reporting

| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Understand how to adapt to climate change | 1.1 Describe the principles of climate change adaptation | | x | | x | | | x | | | |
| | 1.2 Describe the legislation, industry standards, and voluntary codes that support climate change adaptation | | x | | x | | x | x | | | |
| | 1.3 Describe how the economic, social and environmental principles of sustainable development supports the need for adaptation to climate change | | x | | x | | | x | | | |
| | 1.4 Describe environmental change projections linked to climate change | | x | | x | | | x | | | |
| | 1.5 Describe how to quantify the risks associated with climate change to determine organisational vulnerability | | x | | x | | | x | | | |

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| | 1.6 Describe how organisational adaptation can limit the impact of climate change | | x | | x | | | | x | | |
| | 1.7 Identify the drivers and barriers for organisational adaptation | | x | | x | | | | x | | |
| | 1.8 Identify the sources of climate change advice and support | | x | | x | | x | | x | | |
| | 1.9 Identify the adaptation opportunities that are available to the organisation | | x | | x | | x | | x | | |
| | 1.10 Describe how to evaluate and prioritise adaptation opportunities | | x | | x | | | | x | | |
| 2. Understand how to manage energy | 2.1 Describe the organisation's policies for energy management | | x | | x | | x | | x | | |
| | 2.2 Describe best practice in energy management | | x | | x | | | | x | | |
| | 2.3 Explain why it is important to implement sustainable strategies for energy management | | x | | x | | | | x | | |
| | 2.4 Identify sources of renewable and alternative energy | | x | | x | | | | x | | |
| | 2.5 Explain why it is important to make use of renewable energy sources | | x | | x | | | | x | | |

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| | 2.6 Describe the factors to take into consideration when reviewing the energy efficiency of buildings and facilities | | x | | x | | | x | | | |
| | 2.7 Identify who is responsible for making decisions regarding energy management and procurement | | x | | x | | x | x | | | |
| | 2.8 Explain why energy management is important in the workplace | | x | | x | | | x | | | |
| | 2.9 Describe how to keep up with legislative and other developments relating to energy management | | x | | x | | x | x | | | |
| | 2.10 Identify the requirement for organisations to have a written energy management policy statement | | x | | x | | x | x | | | |
| | 2.11 Describe how to communicate the written energy management policy statement to key stakeholders | | x | | x | | x | x | | | |

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| | 2.12 Describe how and when to review the application of the written energy management policy statement in own area of responsibility | | x | | x | | x | x | | | |
| | 2.13 Describe how to provide findings to inform development in relation to the written energy management policy statement | | | | | | | | | | |
| | 2.14 Identify sources of specialist expertise in relation to energy management | | x | | x | | x | x | | | |
| | 2.15 Describe the type of hazards and risks that may arise in relation to energy management | | x | | x | | x | x | | | |
| | 2.16 Describe how to establish and use systems for identifying hazards and assessing risks in relation to energy management and the type of actions that should be taken to control or eliminate them | | | | | | | | | | |
| | 2.17 Describe the sector-specific legislation, regulations, guidelines and codes of practice relating to energy management | | x | | x | | x | x | | | |

| 3. Understand how to manage greenhouse gas emissions | 3.1 Describe the principles of greenhouse gas reduction | | x | | x | | | x | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 3.2 Explain why greenhouse gas reduction is important to the environment | | x | | x | | | x | | | |
| | 3.3 State the legislation, industry standards, and voluntary codes that support greenhouse gas reduction | | x | | x | | x | x | | | |
| | 3.4 Describe how the economic, social and environmental principles of sustainable development supports the need for greenhouse gas reduction | | x | | x | | | x | | | |
| | 3.5 Describe how greenhouse gas emission reduction supports climate change mitigation | | x | | x | | | x | | | |
| | 3.6 Describe climate change projections linked to greenhouse gas emissions | | x | | x | | | x | | | |
| | 3.7 Identify the sources of greenhouse gas emission data including carbon footprinting and life cycle assessment | | x | | x | | x | x | | | |

| Outcome | Assessment Criteria | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 3.8 Identify where to source greenhouse gas reduction advice and support | | x | | x | | x | x | | | |
| | 3.9 Describe the opportunities that are available to support greenhouse gas reduction | | x | | x | | x | x | | | |
| | 3.10 Explain why it is important to integrate greenhouse gas reduction programmes into routine organisational activities | | x | | x | | | x | | | |
| 4. Understand how to measure and report greenhouse gas emissions | 4.1 Describe the existing measures and reporting schemes for greenhouse gas emissions | | x | | x | | x | x | | | |
| | 4.2 Identify the emissions reported under the various regulatory schemes for greenhouse gas emission reporting | | x | | x | | x | x | | | |
| | 4.3 Identify the scopes for categorising activities which release emissions | | x | | x | | x | x | | | |
| | 4.4 Identify the approaches for measuring greenhouse gas emissions | | x | | x | | x | x | | | |

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
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| 4.5 Describe the importance of implementing a quality management system for emissions data measuring and reporting | | x | | x | | | x | | | |
| 4.6 Identify emission reduction activities | | x | | x | | x | x | | | |
| 4.7 Identify non-Kyoto greenhouse gas emissions | | x | | x | | | x | | | |
| 4.8 Explain why it is important to choose and report on a base year | | x | | x | | | x | | | |
| 4.9 Describe the benefits of having emissions data verified | | x | | x | | | x | | | |
| 4.10 Describe when to recalculate base year emissions | | x | | x | | | x | | | |
| 4.11 Describe the greenhouse gas accounting and reporting principles | | x | | x | | x | x | | | |
| 4.12 Describe the recommended approach for setting and achieving a reduction target | | x | | x | | x | x | | | |
| 4.13 Describe the recommended supporting explanations for greenhouse gas emissions reporting | x | x | | x | | x | x | x | | |

| 5. Understand how to use, record and report information in relation to climate change | 5.1 Describe how to communicate the need for climate change adaptation | | x | | x | | x | x | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 5.2 Describe the process for measuring and reporting greenhouse gas emissions | | x | | x | | x | x | | | |
| | 5.3 Describe the organisational systems for reporting and communicating environmental information | | x | | x | | x | x | | | |
| | 5.4 Describe where to find the relevant emission factors for activities in own area of responsibility | | x | | x | | x | x | | | |
| | 5.5 Describe the importance of using a standardised reporting format for greenhouse gas emissions | | x | | x | | | x | | | |
| | 5.6 Describe how to establish systems for monitoring, measuring and reporting on energy management performance in own area of responsibility | | x | | x | | x | x | | | |

| | Assessment criteria | | | | | | | | | | |
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| | 5.7 Describe convincing methods of communicating to decision-makers the benefits of making improvements to energy efficiency | | x | | x | | | x | | | |
| 6. Manage adaptation to climate change | 6.1 Investigate the likely impacts of environmental change on organisational activities | x | x | | | x | x | x | x | | |
| | 6.2 Identify the risk posed by climate change projections to determine organisational vulnerability | | | | | | | | | | |
| | 6.3 Identify the potential impact of the drivers and barriers to organisational climate change adaptation | | | | | | | | | | |
| | 6.4 Identify potential climate change adaptation opportunities for the organisation | x | x | | x | x | x | x | x | | |
| | 6.5 Evaluate and prioritise potential climate change adaptation opportunities | x | x | | | x | x | x | x | | |

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| | 6.6 Develop a strategy for the organisation to deliver climate change adaptation opportunities in support of organisational sustainability objectives, under own area of responsibility | x | x | | x | x | x | x | x | | x |
| | 6.7 Maintain a risk register in support of climate change adaptation, under own area of responsibility | | | | | | | | | | |
| 7. Manage energy requirements | 7.1 Identify the energy requirements of the organisation and ensure that energy management activities are based on an accurate assessment of this | x | x | | x | x | x | x | x | | |
| | 7.2 Identify the full range of energy and water usage control measures and relevant energy efficiency measures to help meet organisational needs for energy management | x | x | | x | x | x | x | x | | |

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| | 7.3 Contribute to the development of effective strategies for energy management, including those required to upgrade energy efficiency, that are sustainable and take account of identified best practice | x | x | | x | | x | | | | x |
| | 7.4 Ensure the sources of energy used are renewable and, where possible, sustainable, taking into account cost-effectiveness, regulatory and legal requirements | x | x | | x | | x | | | | x |
| | 7.5 Review buildings and facilities to identify where improvements can be made to energy efficiency | x | x | | x | | x | | | | x |
| | 7.6 Identify sources of energy wastage and make recommendation to prevent wastage identified | x | x | | x | | x | | x | | x |
| | 7.7 Outline own personal responsibilities and liabilities under energy management standards and policies | | x | | x | | | x | | | |

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| 8. Manage greenhouse gas emissions | 8.1 Specify the potential benefits to the organisation of reducing greenhouse gas emissions | x | x | | | x | x | | x | | x |
| | 8.2 Identify opportunities for reducing greenhouse gas emissions for the organisation | x | x | | | | x | | x | | |
| | 8.3 Develop reduction programmes that aim to achieve emission reduction targets in support of organisational sustainability objectives | | | | | | | | | | |
| | 8.4 Identify which activities under your area of responsibility release greenhouse gas emissions | | | | | | | | | | |
| | 8.5 Identify the main types of emission sources under each scope | | | | | | | | | | |
| | 8.6 Map out activities connected with the organisation's operations that are outside own control, in own area of responsibility | | | | | | | | | | |
| | 8.7 Outline and implement a method for managing activity data | x | x | | | x | x | | x | | |

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| | 8.8 Identify potential emission reduction activities in own area of responsibility | x | x | | | | x | | x | | |
| | 8.9 Identify and report on a base year | x | x | | | x | x | | | | |
| | 8.10 Set a reduction target and choose the approach to use | x | x | | | x | x | x | x | | |
| 9. Measure and report greenhouse gas emissions | 9.1 Identify which parts of the organisation need to collect information for greenhouse gas emission reporting | x | x | | | x | x | x | x | x | |
| | 9.2 Describe how to calculate greenhouse gas emissions | x | x | | | x | x | x | x | | |
| | 9.3 Collect activity and emissions data | | | | | | | | | | |
| | 9.4 Analyse data to determine greenhouse gas emission levels for the organisation | | | | | | | | | | |
| | 9.5 Measure and calculate indirect emissions | | | | | | | | | | |
| | 9.6 Implement a quality system for measuring and reporting emissions data in own area of responsibility | | | | | | | | | | |

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| | 9.7 Compile a summary table of greenhouse gas emissions data for the agreed reporting period | | | | | | | | | | |
| 10. Use, record and communicate data and information in relation to climate change adaption | 10.1 Communicate to others, including end-users, the benefits of supporting energy efficiency | | x | | x | | | | | | |
| | 10.2 Communicate to decision makers the long-term benefits of making improvements to energy efficiency of buildings and facilities | | x | | x | | | | | | |
| | 10.3 Consult with decision makers to ensure the reduction programmes and targets are appropriate to the nature and scale of the organisation | x | x | | x | | | | | x | |
| | 10.4 Gain approval and support for the reduction programmes from decision makers | | x | | x | | | | | | |
| | 10.5 Monitor and report on the implementation and achievement of the reduction programmes | | | | | | | | | | |
| | 10.6 Communicate achieved emission reduction to stakeholders | | | | | | x | | | | |

| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 10.7 Communicate the benefits of adaptation strategy to stakeholders | | | | | | x | | | | |
| | 10.8 Prepare reports within the required timescale and present them in a format which is suited to the needs of the reader | | | | | | x | | | | |
| | 10.9 Ensure that the arrangements for the dissemination of the reports meet organisational requirements | | x | | x | | x | | | | |
| | 10.10 Encourage feedback from interested parties on the report contents and its value | X | x | | x | | x | | | x | |
| | 10.11 Ensure that systems are in place for effective monitoring, measuring, implementation, and testing and reporting of energy management performance in your area of responsibility | | | | | | x | | | | |
| | 10.12 Communicate to others, including end-users, the benefits of supporting energy efficiency | | | | | | x | | | | |

# Unit HWM09: Manage a budget and support the efficient use of resources at a healthcare waste management facility

| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Understand how to prepare a budget at a healthcare waste management facility | 1.1 Describe the area or activity that the budget is for. | | x | | x | | | x | | | |
| | 1.2 State the vision, objectives and operational plans for own area of responsibility. | | x | | x | | | x | | | |
| | 1.3 State the budgeting period(s) used in the organisation. | | x | | x | | | x | | | |
| | 1.4 Describe organisational guidelines and procedures for the preparation and approval of budgets. | | x | | x | | | x | | | |
| | 1.5 Identify the relevant factors, processes and trends that are likely to affect the setting of budgets in healthcare waste management. | | x | | x | x | x | x | x | | x |
| | 1.6 Describe the purpose of budgetary systems. | | x | | x | | | x | | | |

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| | 1.7 Explain where to get and how to evaluate available information to be able to prepare a realistic budget. | | x | | x | | | x | | |
| | 1.8 Explain why it is important to spend time consulting with others when preparing a budget. | | x | | x | | | x | | |
| | 1.9 Describe the key factors that should be covered when discussing, negotiating, and confirming a budget with people who control the finance | | x | | x | | | x | | |
| | 1.10 Describe how to evaluate available information and consult with others to prepare a realistic budget for the respective area or activity of work. | | x | | x | | | x | | |
| | 1.11 Describe how to submit the proposed budget to the relevant people in the organisation for approval and to assist the overall financial planning process. | | x | | x | | | x | | |
| | 1.12 Describe how to discuss and negotiate the proposed budget with the relevant people in the organisation and agree the final budget. | | x | | x | | | x | | |
| 2. Understand how to manage a budget at a healthcare waste management facility | 2.1 Describe how to use a budget to actively monitor and control performance for a defined area or activity of work. | | x | | x | | | x | | |
| | 2.2 Describe organisational guidelines and procedures for monitoring and reporting of performance against budgets and revising budgets. | | x | | x | | | x | | |

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| | 2.3 Describe the main causes of variances and how to identify them. | | x | | x | | | x | | | |
| | 2.4 Describe the different types of corrective action which could be taken to address identified variances. | | x | | x | | | x | | | |
| | 2.5 Describe how unforeseen developments can affect a budget and how to deal with them. | | x | | x | | | x | | | |
| | 2.6 Explain why it is important to agree revisions to a budget and communicate the changes | | x | | x | | | x | | | |
| | 2.7 Describe how to provide ongoing information on performance against the budget to relevant people in your organisation. | | x | | x | | | x | | | |
| | 2.8 Explain why it is important to provide regular information on performance against the budget to other people. | | x | | x | | | x | | | |
| | 2.9 Describe types of fraudulent activities and how to identify them. | | x | | x | | | x | | | |
| | 2.10 Explain why it is important to use the implementation of the budget to identify information and lessons for preparing future budgets. | | x | | x | | | x | | | |
| | 2.11 Describe how to advise the relevant people as soon as possible if potentially fraudulent activities are identified. | | x | | x | | | x | | | |
| | 2.12 Describe actors, processes and trends that are likely to affect the setting of budgets in healthcare waste management. | | x | | x | | | x | | | |

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| | 2.13 Describe the agreed budget, how it can be used and how much it can be changed without approval. | | x | | x | | | x | | | |
| | 2.14 Describe the limits of own authority in relation to budgets. | | x | | x | | | x | | | |
| 3. Understand how to make recommendations for the use of resources at a healthcare waste management facility | 3.1 Describe how to give relevant people the opportunity to provide information on the resources the worker's team needs. | | x | | x | | | x | | | |
| | 3.2 Describe how to make sure that recommendations for using resources take account of relevant past experience. | | x | | x | | | x | | | |
| | 3.3 Describe team objectives and agency policies regarding the use of resources. | | x | | x | | | x | | | |
| | 3.4 Describe agency procedures for making recommendations on the use of resources. | | x | | x | | | x | | | |
| | 3.5 Explain why it is important to effectively manage resources to organisational performance. | | x | | x | | | x | | | |
| | 3.6 Describe the principles underpinning the effective and efficient resource management | | x | | x | | | x | | | |
| | 3.7 Describe how to modify the use of resources | | x | | x | | | x | | | |
| | 3.8 Describe how to renegotiate the allocation of existing resources | | x | | x | | | x | | | |
| | 3.9 Describe how to make sure that recommendations take account of trends and developments which are likely to affect the use of resources. | | x | | x | | | x | | | |

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| | 3.10 Describe how to make sure that recommendations are consistent with team objectives and agency policies. | | x | | x | | | x | | | |
| | 3.11 Describe how to ensure recommendations refer to the potential benefits expected from the planned use of resources. | | x | | x | | | x | | | |
| | 3.12 Describe how to present recommendations in an appropriate and timely manner to the relevant people. | | x | | x | | | x | | | |
| 4. Understand how to contribute to the control of resources at a healthcare waste facility | 4.1 Describe ways to give relevant people opportunities to take individual responsibility for the efficient use of resources. | | x | | x | | | x | | | |
| | 4.2 Describe ways to encourage others to take responsibility for the control of resources in own area of work. | | x | | x | | | x | | | |
| | 4.3 Outline what to do and who to contact if fraud is suspected. | | x | | x | | | x | | | |
| | 4.4 Describe ways that teams can use resources efficiently and in a way which considers the potential impact on the environment. | | x | | x | | | x | | | |
| | 4.5 Describe ways of continuously monitoring resource quality to ensure consistency in product and service delivery. | | x | | x | | | x | | | |
| | 4.6 List the potential environmental impact of the resources being used. | | x | | x | | | x | | | |
| | 4.7 List the problems which may occur with resources and how the worker can deal with these. | | x | | x | | | x | | | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | 4.8 Describe how to identify problems with resources promptly and recommend corrective action to the relevant people. | | x | | x | | | x | | |
| | 4.9 Outline how to make recommendations for improving resource use in an appropriate and timely manner to the relevant people. | | x | | x | | | x | | |
| | 4.10 Describe how to ensure that records relating to resource use are complete, accurate and available to authorised people only. | | x | | x | | | x | | |
| 5. Understand how to communicate with, involve and motivate others in relation to the use of resources at a healthcare waste facility | 5.1 Describe methods to analyse resource use in the past, and utilise the results to make recommendations on more effective use in the future. | | x | | x | | | x | | |
| | 5.2 Describe ways to communicate effectively with team members, colleagues and line managers. | | x | | x | | | x | | |
| | 5.3 Describe ways to develop and argue an effective case for changing resource management. | | x | | x | | | x | | |
| | 5.4 Outline who needs information in the organisation about performance against a budget, what information they need, when they need it and in what format. | | x | | x | | | x | | |
| | 5.5 Describe ways to enable people to identify and communicate the resources they need. | | x | | x | | | x | | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 5.6 Describe the trends and developments which may influence future resource use and how to plan for these. | | x | | x | | | | x | | | |
| | 5.7 Describe how to present information clearly, concisely, accurately and in ways that promote understanding. | | x | | x | | | | x | | | |
| | 5.8 Describe how to use communication styles that are suitable for different people and situations. | | X | | x | | | | x | | | |
| | 5.9 Explain why it is important to keep accurate records on resource use. | | x | | x | | | | x | | | |
| | 5.10 Describe how to monitor and control the use of resources to maximise efficiency, whilst maintaining the quality of products and services. | | x | | x | | | | x | | | |
| 6. Prepare a budget within the limits of own responsibility | 6.1 Evaluate available information and consult with others to prepare a realistic budget for the respective area of work | x | | | x | x | x | x | x | | x |
| | 6.2 Obtain and evaluate the available information to be able to prepare a realistic budget | | | | x | x | x | x | x | | x |
| | 6.3 Consult with others when preparing a budget | x | | | x | x | x | x | x | | |
| | 6.4 Discuss, negotiate and confirm a budget with people who control the finance. | x | | | x | x | x | x | x | | |
| | 6.5 Submit the proposed budget to the relevant people in the organisation for approval and to assist the overall financial planning process | | | | x | x | x | x | x | | |

| Outcome | Assessment criteria | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 7. Manage a budget within the limits of own responsibility | 7.1 Use the agreed budget to actively monitor and control performance for the respective area or activity of work. | | | | X | X | X | X | X | | |
| | 7.2 Identify any variances to the agreed budget | | | | X | X | X | X | X | | |
| | 7.3 Identify the causes of any significant variances between what was budgeted and what actually happened | | | | X | X | X | X | X | | X |
| | 7.4 Take prompt corrective action when variances occur, obtaining agreement from the relevant people if required | | | | | | | | | | |
| | 7.5 Agree any revisions to the budget and communicate the changes | X | | | X | X | X | X | X | | |
| | 7.6 Provide regular information on performance against the budget to other people | X | | | X | X | X | X | X | | X |
| | 7.7 Ensure systems and procedures for identifying and managing fraud are in place | | | | X | X | X | X | X | | X |
| | 7.8 Evaluate current budget performance and use the data to enhance and inform future budget development | | | | X | X | X | X | X | | X |
| | 7.9 Propose revisions to the budget in response to variances and significant or unforeseen developments | X | | | X | X | X | X | X | | X |
| | 7.10 Advise the relevant people if potentially fraudulent activities are identified | X | | | X | X | X | X | X | | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 8. Make recommendations for the use of resources | 8.1 Give relevant people the opportunity to provide information on the resources needed | x | | | x | x | x | x | x | | |
| | 8.2 Ensure that recommendations for using resources take account of relevant past experience | x | | | x | x | x | x | x | | x |
| | 8.3 Identify team objectives and agency policies regarding the use of resources | x | x | | x | x | x | x | x | | |
| | 8.4 Identify agency procedures for making recommendations on the use of resources | | x | | x | x | x | x | x | | x |
| | 8.5 Renegotiate the allocation of resources where necessary | x | | | x | x | x | x | x | | |
| | 8.6 Ensure that recommendations take account of trends and developments which are likely to affect the use of resources. | | x | | x | x | x | x | x | | |
| | 8.7 Ensure that recommendations are consistent with team objectives and organisational policies. | | x | | x | x | x | x | x | | |
| | 8.8 Ensure recommendations refer to the potential benefits expected from the planned use of resources | x | | | x | x | x | x | x | | |
| | 8.9 Present recommendations in an appropriate and timely manner to the relevant people | | | | x | x | x | x | x | | |
| 9. Contribute to the control of resources | 9.1 Give relevant people opportunities to take individual responsibility for the efficient use of resources | x | x | | x | x | x | x | x | | |
| | 9.2 Ensure that own team uses resources efficiently and in a way which considers the potential impact on the environment | x | x | | x | x | x | x | x | | |

| Learning Outcome | Assessment Criteria | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 9.3 Continuously monitor resource quality to ensure consistency in product and service delivery | | | | x | x | x | x | x | | x |
| | 9.4 Identify problems with resources promptly and recommend corrective action to the relevant people as soon as possible | x | | | x | x | x | x | x | | |
| | 9.5 Make recommendations for improving resource use in an appropriate and timely manner to the relevant people. | x | | | x | x | x | x | x | | x |
| | 9.6 Ensure that records relating to resource use are complete, accurate and available to authorised people only | | | | x | x | x | x | x | | |
| 10. Communicate with, involve and motivate others in relation to the use of resources at a healthcare waste facility | 10.1 Analyse resource use in the past and utilise the results to make recommendations on more effective use in the future. | x | x | | x | x | x | x | x | | x |
| | 10.2 Communicate effectively with team members, colleagues and line managers | x | x | | x | x | x | x | x | | x |
| | 10.3 Develop and argue an effective case for changing resource management | x | x | | x | x | x | x | x | | x |
| | 10.4 Provide current and correct information about performance against the budget to the relevant people | x | x | | x | x | x | x | x | | x |
| | 10.5 Enable people to identify and communicate the resources they need | x | x | | x | x | x | x | x | | x |
| | 10.6 Identify trends and developments which may influence future resource use and how to plan for these. | x | x | | x | x | x | x | x | | x |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 10.7 Present information clearly, concisely, accurately and in ways that promote understanding. | x | x | | x | x | x | x | x | | x |
| | 10.8 Use communication styles that are suitable for different people and situations. | x | x | | x | x | x | x | x | | x |
| | 10.9 Maintain accurate records on resource use | x | x | | x | x | x | x | x | | x |
| | 10.10 Monitor and control resource use to maximise efficiency, whilst maintaining the quality of products and services | x | x | | x | x | x | x | x | | x |

# Unit HWM11: Prepare and deliver in-house training

| Learning Outcome | Assessment Criteria | Observation (Assessor to Complete) | Questions & Answers | Professional Discussion (Assessor to Complete) | Product Evidence Ref. No. (Candidate to Complete) | Candidate Narrative | Assessor Statement | Photographic Evidence Ref. No. (Candidate to Complete) | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|
| 1. Understand how to prepare in-house training | 1.1 Explain why it is important to define training objectives | | X | X | | | | | |
| | 1.2 Explain why the design phase of training programme development is important | | X | X | | X | | | |
| | 1.3 Explain why it is important to focus primarily on the learning needs of employees | | X | X | | X | | | |
| | 1.4 Explain why it is important to include hands-on practice or simulation within a training programme | | X | X | | X | | | |
| | 1.5 Describe methods of putting the employees in control of the learning process | | X | X | | X | | | |

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|---|---|---|---|---|---|---|---|---|---|
| | 1.6 Describe the benefits of integrating storytelling and scenarios into training programmes | | X | X | | X | | | X |
| | 1.7 Describe the benefits of allowing a learner to direct their learning | | | | | | X | | |
| | 1.8 Explain why it is important to include design and visual stimulation when developing learning materials | | X | X | | X | | | |
| | 1.9 Describe methods for encouraging relevant personnel to attend the training | | X | X | | | | | |
| 2. Understand how to deliver in-house training | 2.1 Describe methods of effective communication when delivering the training programme | | X | X | | X | | | |
| | 2.2 Differentiate between willing and forced participation | | X | X | | | | | |
| | 2.3 Describe methods of incentivising participation | | X | X | | X | | | |
| | 2.4 Describe methods for motivating and engaging learners | | | | | | X | | |
| | 2.5 Explain why case studies and real-life, practical examples should be used wherever possible | | X | X | | X | | | |

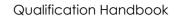| Learning outcome | Assessment criteria | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | 2.6 Explain why it is important to acknowledge the following during training: <br>• The job that the learner does, <br>• The important role the learner plays <br>• The learner's prior experience | | X | X | | X | | | |
| 3. Understand how to implement an in-house training programme | 3.1 Describe the benefits of the effective implementation of a training programme | | X | X | | X | | | |
| | 3.2 Describe methods for managing the training programme | | X | X | | X | | | |
| | 3.3 Explain why it is important to have thorough and relevant materials at the implementation stage | | X | X | | X | | | |
| | 3.4 Describe basic facilitation strategies that can be implemented throughout a course | | X | X | | X | | | |
| | 3.5 Describe the benefits of using an implementation plan | | X | X | | X | | | |
| 4. Understand how to evaluate in-house training | 4.1 Describe the benefits of evaluating the course during delivery | | X | X | | X | | | |
| | 4.2 Describe the benefits of using a phased evaluation plan | | | | | | | X | |
| | 4.3 Describe the benefits of conducting a pre-assessment of learning knowledge | | X | X | | X | | | |

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|---|---|---|---|---|---|---|---|---|---|
| | 4.4 Explain why it is important to use a variety of evaluation methods during training implementation | | X | X | | | | | |
| | 4.5 Explain why it is important to evaluate training implementation | | X | X | | | | | |
| 5. Assess organisational training and development needs | 5.1 Identify training needs of the organisation | | X | X | | X | | | X |
| | 5.2 Identify training needs of the learners | | X | X | | X | | | X |
| | 5.3 Define the current and required competences of potential learners | | X | X | | X | | | X |
| | 5.4 Identify the scope of the training programme | | X | X | | | | | X |
| | 5.5 Identify clear objectives that the training supports | | X | X | | X | | | |
| | 5.6 Identify the tasks staff need to perform so the objectives can be met | | X | X | | X | | | X |
| | 5.7 Identify the training activities that support the learning process | | X | X | | X | | | X |
| | 5.8 Identify the learning characteristics of the workers that will make the training more effective | | X | X | | X | | | |
| | 5.9 Maintain and refer to current training records of staff | | | X | | | X | | |

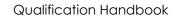| 6. Define the training objective | 6.1 Define the aims of the training programme | | X | X | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | 6.2 Identify the roles and responsibilities of stakeholders in the development, implementation and evaluation of the training programme | | X | X | | | | | |
| | 6.3 Outline a strategy for how the training objectives will be met | | X | X | | X | | | X |
| | 6.4 Set SMART objectives | | X | X | | X | | | X |
| | 6.5 Identify how SMART objectives apply to the training programme | | | | | | | | |
| 7. Design the training programme | 7.1 Create training content and assessments that relate directly to the learning objectives | X | | | | X | X | | X |
| | 7.2 Apply the adult learning principles to the training programme | X | | | | X | X | | X |
| | 7.3 Promote a comfortable atmosphere where employees talk and interact with the trainer and each other during the training | X | | | | X | X | | X |
| | 7.4 Provide opportunities for feedback during training | X | | | | X | X | | X |
| | 7.5 Organise training materials in:<br>• A format that is easy to understand and does not overwhelm learners<br>• A logical manner | X | | | | X | X | | X |

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| | 7.6 Use a "blended learning" approach that includes training in several different formats | X | | | | | X | X | | X |
| 8. Adopt training principles for adults | 8.1 Develop a pre- and post-test for learners to critically evaluate their knowledge | | | | | | X | | | X |
| | 8.2 Leverage learner's source of motivation to encourage interest | X | | | | | X | X | | X |
| 9. Develop the Training programme | 9.1 Ensure the training materials and exercises match the learning outcomes identified | X | | | | | X | X | | X |
| | 9.2 Develop the course outline including:<br>• Accurate technical content<br>• Learning activities<br>• Directions<br>• Timeframes | X | | | | | X | X | | X |
| | 9.3 Develop easily understandable presentation notes with support materials for each session, including:<br>• Accurate technical content<br>• Opportunities for participants to clarify, question, apply and consolidate new<br>• Content ordered with information moving from basic to specialist knowledge | X | | | | | X | X | | X |
| | 9.4 Identify the resources which may be required for each training session | X | | | | | X | X | | X |

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|---|---|---|---|---|---|---|---|---|---|
| | 9.5 Develop draft version of the training programme | X | | | | | | | X |
| | 9.6 Conduct a consultation on draft version of the training programme with the relevant parties | X | | | | X | X | | X |
| | 9.7 Undertake editing and development of the final version of the training programme | X | | | | X | X | | X |
| | 9.8 Evaluate the training programme content and design during the development phase | | X | X | | X | | | |
| 10. Prepare to deliver a training programme | 10.1 Identify the resources needed in preparation for delivering an in-house training programme | | X | X | | X | | | |
| | 10.2 Organise the resources needed in preparation for delivering an in-house training programme | X | | X | | X | X | | |
| | 10.3 Discuss the requirements of the training room | | X | X | | X | | | |
| | 10.4 Identify the method for delivering both the theoretical and practical aspects of the training | | X | X | | X | | | |
| | 10.5 Ensure the trainer is familiar with the content of the training and is comfortable with the proposed delivery method | X | X | X | | X | X | | |
| | 10.6 Prepare group work as part of the training programme | | X | X | | X | X | | |

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|---|---|---|---|---|---|---|---|---|---|
| | 10.7 Develop a training programme agenda | | | | | X | | | |
| | 10.8 Verify the number of participants attending the training | | | | | | | | |
| | 10.9 Select the trainers for a training event | | X | X | | X | X | | X |
| | 10.10 Critically evaluate the training delivery methods | | X | X | | X | | | |
| | 10.11 Critically evaluate the learning styles of the training participants | | X | X | | X | | | |
| | 10.12 Prepare equipment to support the training programme | X | X | X | | X | X | | |
| | 10.13 Plan how to collect regular feedback from participants | X | | X | | X | X | | |
| 11. Implement the training programme | 11.1 Use the designated training plan for implementing the training | X | | | | X | X | | X |
| | 11.2 Ensure all trainers are prepared and ready to present the training | X | | | | X | X | | |
| | 11.3 Ensure delivery of selected training methods is relevant to achieving the objectives | X | | | | X | X | | |
| | 11.4 Build an atmosphere of trust and model a positive attitude | X | | | | X | X | | |
| | 11.5 Ensure that the entire course content has been covered and all learning objectives have been met | X | | | | X | X | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | 11.6 Model effective facilitation skills | X | | | | X | X | | |
| | 11.7 Adhere to the implementation plan | X | | | | X | X | | |
| 12. Evaluate the training programme | 12.1 Create a phased evaluation plan for the training programme | X | | | | X | X | | X |
| | 12.2 Outline how and when the trainer(s) should assess the progress of the training | | X | X | | X | | | |
| | 12.3 Gain periodical feedback from participants | X | | | | X | X | | |
| | 12.4 Use a variety of evaluation methods relevant and effective for the course | X | | | | X | X | | |
| | 12.5 Identify the elements of the training to be evaluated | | X | X | | | | | |
| | 12.6 Identify a timeframe for evaluation | | X | X | | | | | |
| | 12.7 Use findings from the evaluation process to improve training programme | X | | | | X | X | | |

# Unit HWM18: Manage environmental incidents and emergencies

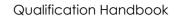| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Understand how to respond to incidents and emergencies | 1.1 Differentiate between an "emergency" and an "urgent" situation | | x | | x | | | | | | |
| | 1.2 Describe how to act promptly and in association with others in the event of incidents and emergencies | | x | | x | x | x | | | | |
| | 1.3 Describe what constitutes an environmental "incident" or "emergency" | | x | | x | | | | | | |
| | 1.4 Describe the procedures in place for responding to incidents and emergencies | | x | | x | | | | | | |
| | 1.5 Describe the roles and responsibilities of everyone involved in incidents and emergencies | | x | | x | | | | | | |
| | 1.6 Describe the roles and responsibilities of public services that may be involved when dealing with incidents and emergencies | | x | | x | | | | | | |

| Outcome | Assessment Criteria | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 1.7 Explain why it is important to act promptly to incidents and emergencies | | x | | x | | | | | | |
| 2. Understand how to manage incidents and emergencies | 2.1 Describe the procedures and specific instructions in place for managing incidents and emergencies | | x | | x | | x | | | | |
| | 2.2 Explain why it is important to investigate the cause of incidents and emergencies | | x | | x | | | | | | |
| | 2.3 Explain why it is important to remain calm in an emergency | | x | | x | | | | | | |
| | 2.4 Describe how weather and other conditions can impact on incidents and emergencies | | x | | x | | | | | | |
| 3. Understand how to develop and maintain effective systems for responding to incidents and emergencies | 3.1 Describe how and when to review and monitor plans and resource requirements for emergency operations | | x | | x | | x | | x | | x |
| | 3.2 Describe the preventative and protective measures to use during incidents and emergencies | | x | | x | | | x | x | | |
| 4. Understand how to maintain health and safety during and after incident or emergency | 4.1 Identify the hazards associated with different pollutants | x | x | x | x | x | x | x | x | x | x |
| | 4.2 Identify the types of Personal Protective Equipment (PPE) required for individual situations, and the instructions for the use, care and maintenance of these items | x | x | x | x | x | x | x | x | x | x |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 4.3 Identify the limitations of Personal Protective Equipment (PPE) items | | X | | X | | | X | X | | X |
| | 4.4 Describe how to identify hazards and assess risks that may occur during or after incidents and emergencies | X | X | X | X | X | X | X | X | X | X |
| | 4.5 Describe the correct use of Personal Protective Equipment (PPE) in accordance with procedures and manufacturer's guidelines | | X | X | | X | X | | X | | X |
| | 4.6 Describe the safe practices which should be used when dealing with incidents and emergencies | | X | | X | | | X | X | | |
| 5. Understand how to use and communicate data in relation to incidents and emergencies | 5.1 Describe the procedures for communicating and reporting information on incident and emergencies | | X | | X | | X | | X | | |
| | 5.2 Describe methods for communicating the details of incidents and emergencies in a clear, non-confrontational and respectful manner with those involved | | X | | X | X | | | X | | |
| | 5.3 Describe how to ensure that all training needs of staff are up to date in relation to incidents and emergency procedures | | X | | X | | X | | X | | |
| | 5.4 Describe the record requirements for incidents and emergencies | | X | | X | | X | | X | | |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | 5.5 Describe the regulations, procedures and requirements for managing emergencies and incidents | | x | | x | | x | | x | | |
| 6.  Respond to incidents and emergencies | 6.1 Identify the nature, location and extent of the incident | x | | x | x | | x | x | | x | x |
| | 6.2 Report incident to relevant personnel and agencies who should be involved in accordance with organisational procedures and regulatory requirements | | x | | x | x | x | x | | | |
| | 6.3 Identify relevant personnel to inform about required actions to be taken | | x | | x | x | x | x | | | |
| | 6.4 Identify procedures for responding to incidents and emergencies | | x | | x | x | x | x | | | |
| | 6.5 Identify the resources required for each situation | | x | | x | | | | | | |
| | 6.6 Respond to all incidents and emergencies within a timely manner | | | | x | x | x | x | | | |
| | 6.7 Ensure the response is proportional to the severity of the situation | x | | | x | x | x | x | x | | |
| 7. Manage incidents and emergencies | 7.1 Obtain complete and accurate information about incidents and emergencies from the relevant sources | x | x | | x | x | x | x | | | x |

| Criteria | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|---|
| 7.2 Carry out an accurate assessment of the situation | x |  | x | x |  | x |  |  |  | x |
| 7.3 Select course of action within the limits of own competency and authority | x | x |  | x | x | x |  | x |  |  |
| 7.4 Use correct resources throughout emergencies and incidents | x | x |  | x | x | x | x | x |  | x |
| 7.5 Use materials and substances to tackle pollution incidents, in accordance with instructions and organisational procedures | x |  | x | x | x | x | x | x | x | x |
| 7.6 Provide support and direction to others involved in incidents and emergencies | x | x |  | x | x | x | x | x |  | x |
| 7.7 Evaluate the potential outcomes of the situation, and develop a plan of action which outlines contingency actions | x | x |  | x |  | x | x | x |  | x |
| 7.8 Liaise with colleagues, emergency services and any other relevant stakeholders involved in the situation | x | x |  | x | x | x | x | x |  | x |
| 7.9 Work with and assist colleagues, emergency services and any other stakeholders involved to resolve the situation | x | x |  | x | x | x | x | x |  | x |
| 7.10 Provide accurate information to the relevant people involved in a clear and timely manner | x | x |  | x | x | x | x | x |  | x |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 7.11 Take actions to minimise any further potential damage to the environment, caused by the incident | x | x | x | x | x | x | x | x | x | x |
| 8. Develop and maintain effective systems for responding to emergencies | 8.1 Identify when different types of incidents and emergencies may occur | x | | x | x | | x | x | | x | x |
| | 8.2 Identify the requirements for record keeping and the types of data required for monitoring purposes | | x | | x | | x | | x | | x |
| | 8.3 Prepare procedures to prevent and respond to incidents and emergencies | | x | | x | | x | | x | | x |
| | 8.4 Ensure all required procedures are in place to deal with incidents and emergencies | | x | | x | | x | | x | | x |
| | 8.5 Devise and implement procedures where they do not exist | | x | | x | | x | | x | | x |
| | 8.6 Ensure that all procedures are communicated to those that need to be informed | | x | | x | | x | | x | | x |
| | 8.7 Communicate all procedures, and any changes made to procedures after review | x | x | | x | | x | | x | | x |
| | 8.8 Provide training to all staff on incident and emergency procedures | | x | | x | | x | | x | | x |
| | 8.9 Maintain accurate training records for all staff | | x | | x | | x | | x | | x |
| | 8.10 Conduct regular drills to assess the effectiveness of current procedures | | x | | x | | x | | x | | x |

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| | 8.11 Obtain feedback from drill process | x | x | | x | | | x | | | x |
| | 8.12 Confirm the required aim, scope and objectives of incident and emergency plans | | x | | x | | x | | x | | x |
| | 8.13 Present suggested amendments to plans and procedures in a clear, concise manner to the appropriate person | x | x | | x | | x | | x | | x |
| | 8.14 Review procedures systematically, in line with current risk assessments, lessons identified from incidents and exercises, and any changes to legislation and guidance | x | x | | x | x | x | | x | | x |
| 9. Maintain health and safety during and after incident or emergency | 9.1 Provide relevant information to everyone involved in incidents and emergencies | x | x | | x | x | x | x | x | | x |
| | 9.2 Maintain own safety while dealing with incidents and emergencies | x | x | x | x | x | x | x | x | x | x |
| | 9.3 Take action to ensure that the area is reinstated as safe, following incidents and emergencies | x | x | x | x | x | x | x | x | x | x |
| | 9.4 Select and implement working procedures in accordance with associated risks | x | x | x | x | x | x | x | x | | x |
| | 9.5 Select, prepare, use and maintain tools and equipment that are required in order to work safely and effectively | x | x | x | x | x | x | x | x | | x |

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| | 9.6 Wear Personal Protective Equipment (PPE) in accordance with organisational procedures and manufacturer's instructions | x | | x | | x | x | x | x | x | x |
| | 9.7 Take measures to protect public safety from the incident | x | x | x | x | x | x | x | x | x | x |
| 10. Implement effective communication and appropriate use of data and records | 10.1 Maintain the current contact details for all relevant persons, agencies and authorities. | | x | | x | | x | | x | | x |
| | 10.2 Communicate the completion of own work in accordance with organisational procedures | x | x | | x | x | x | x | x | | |
| | 10.3 Keep accurate records of each incident in accordance with current legislation, and organisational procedures | x | | | | | x | | x | | |
| | 10.4 Prepare report about action taken after incidents and emergencies for relevant agencies and authorities | | x | | x | | x | | x | | x |

# Unit HWM21: Review the performance of teams and individuals

| Learning Outcome | Assessment Criteria | Observation | Q&A | Simulation | Professional Discussion | Witness Testimony | Product Evidence | Reflective Account | Assessor Statement | Photographic Evidence | Practical Exercise |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1.Understand how organisational context can impact work plans | 1.1 Identify team objectives, and the organisational policies and values which have a bearing on the allocation of work within the team. | | X | | X | | | X | | | |
| | 1.2 Identify the relevant people with whom negotiations on the allocation of resources need to take place. | X | | | X | | | X | | | |
| | 1.3 Identify the organisational objectives which have a bearing on objectives and work plans. | | X | | X | | | X | X | | X |
| | 1.4 Identify the organisational constraints which may affect the achievement of objectives and work plans. | X | | | X | | | X | X | | X |
| 2. Understand how to develop objectives and work plans | 2.1 Describe how to identify objectives and work plans for the short, medium and long term. | | X | | X | | | X | | | X |

| Learning Outcome | Assessment Criteria | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2.2 Explain why it is important to agree objectives and work plans which are realistic and achievable. | | | | X | | | X | | | |
| | 2.3 Describe how to match objectives and work plans with individuals' abilities and development needs. | X | X | X | X | X | X | X | X | | X |
| | 2.4 Explain why it is important to regularly update objectives and work plans. | | | | X | | | X | X | | |
| | 2.5 Differentiate between someone who is within the manager's line management control and someone for whom the manager has functional responsibility, and the implications this difference may have for planning work. | | | | X | | | X | X | | |
| 3. Understand how to communicate with individuals and teams regarding work plans | 3.1 Explain why it is important to define and communicate team and individual responsibilities clearly. | | | | X | | | X | X | | |
| | 3.2 Describe how to communicate team and individual responsibilities clearly to those involved. | X | X | X | X | | | X | X | | |
| | 3.3 Explain how to develop and present work plans using spoken, written and graphical means. | | X | X | | | X | | X | | |

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| | 3.4 Explain why good communication is important when explaining objectives and work plans. | | | | X | | | X | X | | |
| | 3.5 Explain why it is important to be clearly communicate the purpose of monitoring and assessment to those involved. | | | | X | | | X | X | | |
| | 3.6 Explain why good communication skills are important when providing feedback. | X | | X | X | | | X | X | | |
| | 3.7 Describe how to provide both positive and negative feedback to team members on their performance. | | X | X | X | | | X | X | | |
| | 3.8 Describe how to choose a time and place to give feedback to teams and individuals. | X | X | X | X | | | X | X | | X |
| | 3.9 Describe how to provide feedback in a way which encourages team members to feel respected. | | | X | X | | | X | X | | |
| 4. Understand how to allocate work through effective delegation | 4.1 Explain why it is important to effectively allocate work in terms of the team's performance . | X | | X | X | | | X | X | | |
| | 4.2 Identify the factors which need to be considered when allocating work to individuals within the team. | | X | | | | | X | | | X |

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| | 4.3 Describe how to match the allocation of work to learning needs and individual development plans. | | X | X | X | | X | X | X | | X |
| | 4.4 Describe how to prioritise and re-prioritise work allocations according to resource availability. | X | X | X | X | | X | X | X | | X |
| | 4.5 Describe how changes to work allocations and negotiations around them can impact on cost, time and convenience. | | X | X | X | | X | X | | | X |
| 5. Understand how to involve and motivate team members | 5.1 Describe how to encourage and enable team members to provide suggestions on the allocation of work and be committed to their responsibilities. | | | X | X | X | | X | X | | |
| | 5.2 Explain why it is important to consult with team members to achieve consensus and agreement on objectives and work plans. | | | | X | | | | X | | |
| | 5.3 Describe how to gain the commitment of team members to objectives and work plans. | X | X | X | X | X | | X | X | | X |

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| | 5.4 Explain why it is important to provide opportunities to team members to monitor and assess their own work, and how to enable this. | | X | X | X | | | | X | X | | |
| | 5.5 Describe how to motivate team members and gain their commitment by providing feedback. | X | X | X | X | X | | | X | X | | X |
| | 5.6 Explain why it is important to be encouraging when providing feedback to team members and showing respect for those involved. | | | | X | | | | X | X | | |
| | 5.7 Explain why it is important to give those involved the opportunity to provide suggestions on how to improve their work. | | | | X | | | | X | X | | |
| 6. Understand how to provide support to individuals | 6.1 Identify the types of personal circumstances which may impact on individual performance. | X | X | X | X | X | | | X | X | | |
| | 6.2 Identify the types of issues on which team members may need advice and guidance. | X | X | X | X | X | X | | X | X | | X |
| 7. Understand the importance of performance reviews in achieving continuous improvement | 7.1 Explain why it is important to monitor and assess the ongoing performance of teams and individuals. | | | | X | X | | | X | X | | |

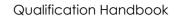| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 7.2 Describe different purposes of work monitoring and assessment. | | X | | X | | | X | X | | |
| | 7.3 Describe how to make fair and objective assessments. | | X | X | | | | | | | X |
| | 7.4 Describe how to monitor and assess the performance of teams and individuals. | | X | | X | X | X | X | X | | X |
| | 7.5 Identify the standards against which work is to be assessed. | | X | | X | | | | | | X |
| | 7.6 Identify the information needed to assess the performance of teams and individuals. | X | X | X | X | X | X | X | X | | X |
| | 7.7 Explain why it is important to provide clear and accurate feedback to team members on their performance and the worker's role and responsibilities in relation to this. | | | | X | | | X | X | | |
| 8. Understand how to handle information in relation to performance reviews | 8.1 Describe how the necessary performance related information should be gathered and validated. | | X | | X | | X | | | | X |
| | 8.2 Describe the principles of confidentiality when providing feedback. | | X | | X | | | X | X | | X |
| 9. Allocate work to teams and individuals | 9.1 Give team members opportunities to recommend how work should be allocated within the team. | X | X | X | X | X | | X | X | | |

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|---|---|---|---|---|---|---|---|---|---|---|
| 9.2 Allocate work to make the best use of the team's resources and abilities | X | X | X | X | X | | X | X | | |
| 9.3 Allocate work to provide team members with suitable learning opportunities to meet their personal development objectives. | X | | | X | X | | X | X | | |
| 9.4 Allocate work consistent with the team's objectives, and the organisation's objectives, policies and values. | X | | | X | X | | X | X | | |
| 9.5 Define the:<br>• Team's responsibilities<br>• Individual team member responsibilities<br>• The limits of each team members authority. | | X | | X | | | X | X | | |
| 9.6 Provide sufficient information on work allocation to the individuals concerned. | | | | X | | | X | X | | |
| 9.7 Confirm team and individual understanding of, and commitment to, work allocations at intervals. | | | | X | | | X | X | | |
| 9.8 Reach agreement with relevant people on prioritising objectives and reallocating resources where team resources are insufficient. | | | | X | | | X | X | | |

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| | 9.9 Inform the team and its members of changes to work allocations in a way which minimises the impact on time, cost and inconvenience. | | X | | X | | | | X | X | |
| 10. Agree objectives and work plans with teams and individuals | 10.1 Give opportunities to team members to help define their own objectives and work plans. | | | | X | X | | X | | | |
| | 10.2 Develop objectives and work plans which are consistent with team and organisational objectives | | | | X | | X | X | X | | |
| | 10.3 Agree objectives and workplans with all personnel in the worker's area of responsibility | | | | | | | | | | |
| | 10.4 Ensure that objectives, work plans and schedules are realistic and achievable within organisational constraints. | X | X | | X | | X | X | X | | |
| | 10.5 Ensure that objectives and work plans take account of team members' abilities and development needs. | X | X | | X | X | X | X | X | | |
| | 10.6 Explain the objectives and work plans in sufficient detail to the individual team members. | | | | X | | X | X | X | | |
| | 10.7 Confirm team and individual understanding of, and commitment to, objectives and work plans at intervals. | | X | | X | X | | X | | | |

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| | 10.8 Provide advice and guidance on how to achieve objectives in sufficient detail | X | | X | X | X | | X | | | |
| | 10.9 Update objectives and work plans regularly to take account of any individual, team and organisational changes. | X | | | | | | X | | | |
| 11. Agree objectives and work plans with teams and individuals | 11.1 Explain the purpose of monitoring and assessment to all those involved. | | | X | X | X | | X | | | |
| | 11.2 Give opportunities to teams and individuals to monitor and assess their own performance against objectives and work plans. | | | | X | X | | X | | | |
| | 11.3 Monitor the performance of teams and individuals at times most likely to maintain and improve effective performance. | X | X | | X | X | X | X | X | | X |
| | 11.4 Base the assessment of team and individual performance on sufficient, valid and reliable information. | | | | X | X | | X | X | | |
| | 11.5 Carry out assessments objectively against clear, agreed criteria. | X | X | X | | X | | | | | X |

| Learning Outcome | Assessment Criteria | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 11.6 Take due account of the personal circumstances of team members and the organisational constraints on their work in the assessments. | X | X | | X | X | | X | | | |
| 12. Provide feedback to teams and individuals on their performance | 12.1 Provide feedback to teams and individuals in a situation and manner most likely to maintain and improve their performance. | | | | X | X | | X | | | |
| | 12.2 Provide clear feedback which is based on an objective assessment of teams' and individuals' performance against agreed objectives. | X | X | | X | X | | X | X | | |
| | 12.3 Ensure feedback acknowledges team members' achievement. | X | X | X | X | X | | X | X | | |
| | 12.4 Provide team members with constructive suggestions and encouragement for improving future performance against their work and development. | | | X | X | X | | X | X | | |
| | 12.5 Provide feedback in a way which shows respect for individuals and the need for confidentiality. | X | | X | X | X | | X | X | | |

| | 12.6 Give opportunities to teams and individuals to respond to feedback and recommend how they could improve their performance in the future. | X | X | | X | X | | X | X | | |

# Appendix 1: Qualification Structure

## Qualification Structure

Learners must complete the 8 mandatory units and then select 1 unit from optional group 1 and 3 units from the optional group 2.

**Mandatory Group**

| Ofqual Code | Title | Level | CIWM Unit Code |
|---|---|---|---|
| R/650/1525 | Comply with waste management legislation | 5 | HWM01 |
| J/650/1530 | Manage the environmental impact of work activities at healthcare facilities, treatment facilities, and transport operations | 5 | HWM06 |
| F/650/1539 | Manage sharps waste safely at a healthcare facility | 5 | HWM14 |
| K/650/1540 | Manage the collection of hazardous and non-hazardous waste from a healthcare facility | 5 | HWM15 |
| M/650/1542 | Manage improvements to waste management practices based on principles of sustainability | 5 | HWM17 |
| Y/650/1545 | Manage waste transport operations for the transfer of hazardous and non-hazardous waste at a healthcare facility | 5 | HWM20 |
| M/650/1551 | Manage maintenance and other engineering operations | 5 | HWM26 |
| R/650/1552 | Manage health and safety during healthcare waste transport operations | 5 | HWM27 |

**Optional Group 1**

| Ofqual Code | Title | Level | CIWM Unit Code |
|---|---|---|---|
| R/650/1534 | Contribute to the development of tender bid documentation and contractor selection | 5 | HWM10a |

| T/650/1535 | Implement, manage, and monitor contracted services | 5 | HWM10b |

**Option Group 2**

| Ofqual Code | Title | Level | CIWM Unit Code |
|---|---|---|---|
| Y/650/1527 | Contribute to the selection of personnel for activities | 5 | HWM03 |
| A/650/1528 | Create effective working relationships | 5 | HWM04 |
| L/650/1532 | Climate change adaption auditing and reporting | 5 | HWM08 |
| M/650/1533 | Manage a budget to support the efficient use of resources at a healthcare waste management facility | 5 | HWM09 |
| Y/650/1536 | Prepare and deliver in-house training | 5 | HWM11 |
| R/650/1543 | Manage environmental incidents and emergencies | 5 | HWM18 |
| A/650/1546 | Review the performance of teams and individuals | 5 | HWM21 |

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