



CIWM

Qualifications

Version 1, December 2021

Qualification Code: 501/1421/9

CIWM Code: PSRM3 (general),
PSRMR3 (reuse)

Maximum Guided Learning Hours: 85

Total Qualification Time: 145

CIWM (WAMITAB) Level 3 Certificate in Principles of Sustainable Resource Management

Together, we stand for
a world beyond waste

About CIWM and this Handbook

About CIWM

CIWM is an awarding organisation and charity that develops qualifications for those working in cleaning, street cleansing, facilities management, resource management, recycling and parking from operative through to management level.

As the leading professional body for resource and waste professionals, CIWM (Chartered Institution of Wastes Management) is the voice of the sector and represents over 5,500 individuals in the UK and overseas.

CIWM has a unique understanding of the sector. Our professional knowledge and trusted reputation enables us to inform and influence legislation and policy, playing a vital part in shaping the future role and reputation of the sector.

Equal Opportunities

CIWM supports the principles of equal opportunities, and we are committed to meeting these principles in the provision of all our qualifications and assessments. We firmly believe that all learners and stakeholders are therefore entitled to receive equal treatment irrespective of age, sex, race, marital status, religion, disability, or sexual orientation.

The Purpose of this Qualification Handbook

Welcome to your CIWM Qualification Handbook. This will help you to complete your qualification. It contains:

- The units you need to achieve to complete your qualification.
- Information about your responsibilities as a candidate.
- Reference information covering each learning outcome and assessment criteria.

Candidate Information

Name

CIWM Learner Number

Registration Date

Enrolment Date

Centre Name

Centre Address

Centre Contact

Tutor Name

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Frequently Asked Questions

What is a regulated qualification?

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

What is the objective of this qualification?

Learners will develop the knowledge and skills underpinning work in a broad range of job roles within the waste and resource management industry. This qualification is perfect for existing employees or apprentices that need to understand the underlying principles of sustainable resource management to ensure services are delivered safely, efficiently and to a high standard.

Who is it for?

- Supervisor and team leader
- Apprentices
- Experienced workers that want to progress their career

What are the entry requirements of this qualification?

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

What job role could this qualification lead to or support?

This qualification is ideal for people seeking entry to the waste and resource management sector, or those who are already working and want to develop their knowledge and understanding to progress their career. It is a flexible qualification that can be tailored to meet the requirements of specific job roles in the sector or within a particular organisation – these job roles include:

- Refuse collection supervisor
- Transfer station supervisor
- Sustainability officer
- Treatment supervisor
- Landfill supervisor
- Materials recycling facility supervisor

People already working in relevant roles could be employed by local authorities, waste management companies or third sector (not for profit) organisations. This qualification will support the sector to overcome significant skills gaps as more than two-thirds (69%) of the workforce holds a Level 2 as their highest quantification (UKCES, 2012).

What do I need to achieve?

To achieve this qualification, you must complete all of the mandatory units then choose either the General Pathway or the Reuse Pathway. If you choose the General Pathway, you must also complete 7 units from Optional Group B and in doing so ensure that at least six of them are at Level 3. If you choose the Reuse Pathway, you must also complete all Reuse Mandatory Group units. You must then complete one unit from Reuse Option Group A unless you select CK3 or CK2 in which case you **must** select another unit from this group, two units from Reuse Option Group B and a further unit from Reuse Option Group C.

Mandatory Units

How to work safely within the waste/recycling industry – AM1

Understand Environmental Protection in the waste and recycling industry – AM2
How to identify and resolve disagreements – AM3
Understand the principles of the waste/recycling industry – AM4
Understand the principles of identifying and classifying waste – AM5
Understand the 'Duty of Care' within the waste/recycling industry – AM6
Plan, allocate and monitor work of a team – MSCD5
ERR (Employment Rights and Responsibilities) in the Energy & Utility Sector – ERR

General Pathway

General Optional Group B

Understand Policy and Legislation in the waste management industry – AO1
Understand the requirements for the transportation of waste – AO3
Understand Management Systems – AO4
Know about Waste Treatment Technologies – AO5
Technical Aspects of Managing Waste and Resources – AO6
Understand planning requirements in the waste/recycling industry – AO7
How to identify and record Hazardous waste – AO8
Understand Environmental Permitting in England and Wales – AO9
Candidates must complete one unit from this group
Understand the reasons and targets for recycling – AO2
Understand operational systems and procedures in the waste/recycling industry – CK1
Know the Materials arising within the waste and recycling industry – CK2
Know how to maintain confidentiality of information within the waste/recycling industry – CK3
Perform street cleansing manually – C2.18
Perform street cleansing mechanically – C2.19

Reuse Pathway

Reuse Mandatory Group

Understanding customer service in the retail sector – SR1
Understanding the retail selling process – SR2

Reuse Option Group A

Understand the requirements for the transportation of waste – AO3
Know how to maintain confidentiality of information within the waste/recycling industry – CK3
Understand management systems – AO4
Know the materials arising within the waste and recycling industry – CK2

Reuse Option Group B

Technical aspects of managing waste and resources – AO6
Understand management systems – AO4
Understand planning requirements in the waste/recycling industry – AO7
How to identify and record hazardous waste – AO8

Reuse Option Group C

Understanding the control, receipt and storage of stock in retail business – SR3
Understanding the development of personal and team effectiveness in a retail business – SR4
Understanding retail consumer law – SR5

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

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
- Participate in any training provided.
- Undertake the assessment.
- Comply with health and safety law and regulations.

How is this qualification assessed?

The following list represents *a range of possible assessment methods but it is not exhaustive or prescriptive*, and Centres may use any suitable method of assessing candidates' performance.

Case Studies

There are numerous types of case study that can be used, in a variety of environments, and all should allow the candidate to replicate a real-life scenario and produce appropriate outcomes.

Replication / Simulation

Replication or simulation of a business scenario can be a practical and effective tool for establishing skills and understanding where naturally occurring evidence is unavailable or infrequent. This is typically the 'last resort' option for assessment but is warranted where certain considerations apply;

- Health and safety considerations
- Infrequently occurring activities
- Activities that would cause serious inconvenience or loss to an employer
- Equality of access

Where centres use such an approach, the replication should offer a realistic working environment where the skills to be assessed are normally employed. Simulations can have high realism and authenticity but the utility may be poor.

Presentations

Candidates may present the results of some elements of their work to the assessor or to a wider audience. Questions asked by the audience can provide a further opportunity to test understanding. Presentations can also demonstrate competence in areas where communication skills are being assessed but it is important to ensure that assessment is strictly in accordance with the requirements of the standards, and that a candidate's lack of presentational skills are not allowed to influence the assessment of outcomes to which they are not relevant.

Assignments

Candidates may undertake assignments either individually or as part of a group. The evidence from an individual assignment can readily be assessed but where group assignments are used the assessor should

only accept evidence that can be attributed directly to particular candidates.

Time-Constrained Tests

Time-constrained tests may be used for the assessment of the outcomes. Such tests should be taken under supervised examination conditions using either conventional or technology-based techniques. These could include short answer or essay questions.

- **Unseen, closed-book, examinations** have a high utility and very high authenticity but poor realism.
- **Open-book examinations** improve on realism by making available standard reference sources for candidates to consult. Where this is used, expectations about what constitutes a satisfactory level or performance must be raised accordingly.
- **Pre-circulated case studies with unseen examinations** allow candidates three to six weeks to consider a case study in their own time and make notes. These notes may be taken into the examination room and referred to by the candidate when answering the unseen examination questions.

Work-Related Technical Projects

A work-related technical project could be acceptable for assessment provided that the employer requirements match the Learning Outcomes for the Unit. The project should be based on current issues relating to the work of the individual and be in line with employer needs. In addition to the formal assessment process, an important element of the assessment would be employer feedback on the project.

Assessment in the Workplace

The candidate's normal work activities may be able to provide evidence of at least some of the required outcomes and as a method of assessment has a high utility, at least as far as the candidate is concerned.

- **Direct assessor observation** where a required outcome can be covered by workplace observation there is no reason why it should not be. As an assessment method this rates highly not only for utility but also for realism and authenticity.
- **Normal outputs from work activities** in the form of reports, minutes of meetings, etc may also be used to provide evidence. While this scores highly for utility and realism, appropriate steps must be taken to ensure authenticity, especially where reports, etc are produced by a team.
- If these methods are used there must be a written statement by the assessor listing the outcomes demonstrated and the criteria used to assess effective performance.

Professional Discussion

Provides a holistic approach to assessing knowledge and understanding and is useful in determining not only what and how a candidate is performing, but also their analytical and decision-making abilities. As an assessment method, it can be one of the best ways of testing the validity and reliability of a candidate's evidence. However, it is important to bear in mind that professional discussion it is not a question and answer session and does not replace other stated methods of assessing candidate performance; rather it is a useful addition to an overall methodology. This should be done in three phases:

- **Planning the discussion:** The assessor needs to be clear about the purpose of using professional discussion and the required outcomes in the early stages of planning.
- **Facilitating and assessing the discussion:** The assessor's role is to manage the process in order to allow their candidate to prove their knowledge and understanding in a supported environment but without the assessor constantly directing and leading the conversation. During the discussion, the assessor may use a number of techniques to ensure the discussion remains focused and effective – i.e. periodically summarising points covered, questioning

to probe for more information or to clarify certain points of discussion.

- **Recording Evidence:** A record of the discussion should be produced to show how the assessment criteria have been covered. There are various options for recording professional discussion; audio or video taping or paper based logging. If using an audio/video tape, it is important to agree this with the learner first to ensure they are comfortable with this method of recording. Whatever recording method is selected, the assessor needs to ensure that the evidence resulting from discussion is clearly referenced to the appropriate assessment criteria. This is important to enable effective verification.

Oral Examination

There is no single blueprint for oral examinations, but standardisation of the interview procedure is needed to ensure reliability and validity (Brown, 2001:12) whilst there also needs to be protection against the content of the questioning being compromised after the first students leave the examination. As such, WAMITAB expects that this method of

assessment is used primarily to overcome literacy issues which may disadvantage those learners who would otherwise be required to sit a form of written examination. As with Professional Discussion, A record of the discussion should be produced to show how the assessment criteria have been covered and the assessor needs to ensure that the evidence resulting from discussion is clearly referenced to the appropriate assessment criteria. This is important to enable effective verification.

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

- Your tutor/assessor
- Your qualification workbook
- CIWM

Useful Words

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

Unit Terms

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

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

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

SECTION 1 – Mandatory Unit Group

AM1: How to work safely in the waste/recycling industry

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know how to identify and deal with work-related hazards and risks in the waste/recycling industry	1.1 Explain the term 'hazard'.			
	1.2 Explain the term 'risk'.			
	1.3 Provide an example of each of the following risks when working in waste and recyclables: a) the wastes and materials handled b) machinery and equipment used c) vehicles and plant d) site condition e) unsafe behaviour			
	1.4 Describe the effect these could have on: a) self b) others			
	1.5 Explain who is responsible for health and safety within the workplace.			
	1.6 Identify the health and safety manager/coordinator within the workplace.			
	1.7 Explain how to report hazards when working with waste and recyclables: a) within organisational procedures b) within legal requirements			
	1.8 Explain why it is important to report hazards when working with waste and recyclables.			
2. Know how to work with risk assessments when working in waste and recycling	2.1 Explain the differences between an 'informal' and a 'formal' risk assessment.			
	2.2 Describe a situation when an informal risk assessment would be carried out.			
	2.3 Explain what type of risk assessment is carried out in the job role.			

	2.4 Explain how to identify in the organisation where a documented risk assessment for a specific task can be found.			
	2.5 Describe a range of occasions when this documented risk assessment would change.			
	2.6 Explain the responsibilities for carrying out risk assessments to include: a) informal b) formal			
	2.7 Describe a minimum of 2 health and safety regulations relevant to the waste/recycling industry.			
3. Know how to respond to emergencies in the workplace	3.1 Describe a range of 'emergencies' that could occur in the workplace.			
	3.2 Explain the organisational procedure to be followed in the event of an emergency.			
	3.3 Name the emergency coordinator(s) within the workplace.			
	3.4 Explain how to respond to emergency situations involving accidents to people.			
	3.5 Explain how to respond to emergency situations involving accidents on the work site.			
	3.6 Explain how to minimise the effect of an emergency.			
	3.7 Explain how to use and communicate data and information.			
	3.8 Explain how to report problems that could affect compliance with emergency procedures.			
4. Know how and why to select and use the correct Personal Protection Equipment (PPE) within the waste/recycling industry	4.1 Explain how to select the correct PPE for the job role.			
	4.2 Explain why it is important to use the correct PPE in the job role.			
5. Know how to manage the work you are given to do	5.1 Give 3 reasons why you might not be able to do the work given to you.			
	5.2 Explain what options you and the organisation have to enable you to do your work properly.			

AM2: Understand environmental protection in the waste and recycling industry

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the potential hazards to the environment when working in the waste and recycling industry	1.1 Describe a minimum of 3 potential hazards that could have an impact on the environment.			
	1.2 Describe the potential harm to the environment these hazards could have.			
	1.3 Explain what an 'Environmental Risk Assessment' is.			
	1.4 Explain 'Statutory Nuisance'.			
	1.5 Give two examples of a 'Statutory Nuisance'.			
2. Understand how to reduce environmental impact from waste and waste materials	2.1 Explain a range of ways of reducing the impact on the environment when working with waste and waste materials.			
	2.2 Explain what sustainable practices are in the waste and recycling industry.			
3. Understand the impact of waste materials on the environment	3.1 Provide a minimum of 2 examples of hazards to the environment that waste materials could present.			
	3.2 Provide a minimum of 2 examples of how the risk to the environment can be minimized.			
	3.3 Identify principle legislation regarding waste materials and the environment.			
	3.4 Describe how the environment is protected on site.			

AM3: How to identify and resolve disagreements

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know how to identify where disagreements could arise	1.1 Provide a minimum of 2 examples of situations where a disagreement could arise.			
2. Know how to prevent disagreements from arising	2.1 Explain how disagreements could be prevented from arising.			
3. Know how to resolve disagreements	3.1 Explain how to amicably resolve disagreements.			
4. Know what to do if a disagreement cannot be resolved	4.1 Explain the procedure if a disagreement cannot be settled by normal processes			

AM4: Understand the principles of the waste/recycling industry

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the purpose of the waste and recycling industry	1.1 Explain the purpose of the industry.			
	1.2 Explain the core activities of the industry.			
	1.3 Describe the policies and legislation that drives the industry.			
2. Understand the flow of waste and other materials	2.1 Provide a minimum of 2 examples of where waste and other materials comes from.			
	2.2 Provide a minimum of 2 examples of where waste and other materials goes to.			
	2.3 Provide 2 examples of illegal waste disposal.			
3. Understand waste minimisation	3.1 Explain what Waste Minimisation means.			
	3.2 Explain what the 'Waste Hierarchy' means.			
	3.3 Explain what Zero Waste means.			

AM5: Understand the principles of identifying and classifying waste

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know the different categories of waste	1.1 Explain what wastes are.			
	1.2 Explain the different categories/definitions of waste.			
	1.3 Summarise the waste materials by type.			
	1.4 Explain the EU Term 'Municipal'.			
2. Understand the European Waste Codes	2.1 Explain the purpose of the European Waste Codes.			
	2.2 Compare the European Waste Codes and how they are derived for wastes.			
3. Understand the difference between hazardous waste and non-hazardous waste	3.1 Explain the different types of waste and other materials within the waste/recycling industry.			
	3.2 Explain the type of waste and other materials worked with.			
	3.3 Explain the types of waste and other materials handled by the organisation.			
	3.4 Give 3 examples of: a) non-hazardous waste b) Hazardous waste			
4. Understand circumstances when wastes would be 'unacceptable'	4.1 Give 3 examples of when wastes would be 'unacceptable'.			
	4.2 Explain how to identify and deal with unacceptable wastes.			

AM6: Understand the ‘Duty of Care’ within the waste/recycling industry

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the Duty Of Care regulations	1.1 Describe the Act relating to the Duty of Care regulations and who it applies to.			
	1.2 Describe the roles and responsibilities of each person in the waste management chain.			
2. Understand how the Duty of Care regulations relate to the organisation	2.1 Describe the requirements of the Duty of Care.			
	2.2 Explain what the Duty of Care regulations mean for the organisation in terms of: a) waste transfer notes b) Hazardous waste consignment notes			
	2.3 Explain the potential penalties for breach of Duty of Care regulations.			

MSCD5: Plan, allocate and monitor work of a team

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

ERR: ERR (Employment Rights and Responsibilities) in the Energy & Utility Sector

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know employer and employee rights, responsibilities and own organisational procedures	1.1 State employer and employee rights and responsibilities under employment law, including Disability Discrimination Act, Health & Safety and other relevant legislation.			
	1.2 State importance of having employment rights and responsibilities.			
	1.3 Describe organisational procedures for health & safety, including documentation.			
	1.4 Describe organisational procedures for quality & diversity, including documentation.			
	1.5 Identify sources of information and advice on employment rights and responsibilities, including Access to Work and Additional Learning Support.			
2. 2 Know factors that affect own organisation and occupation	2.1 Describe the role played by own occupation within organisation and industry.			
	2.2 Describe career pathways available to them.			
	2.3 State types of representative body related to the industry, their main roles and responsibilities and their relevance to the industry.			
	2.4 Identify sources of information and advice on own industry, occupation, training and career.			
	2.5 Describe principles, policies and codes of practice used by own organisation and industry.			
	2.6 Describe issues of public concern that affect own organisation and industry.			

SECTION 2 – General Pathway: Option Unit Group A

AO1: Understand Policy and Legislation in the waste management industry.

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the key stakeholders within the sector; their roles and interrelationships	1.1 Determine stakeholders relevant to the waste and resources management sector.			
	1.2 Explain the roles and responsibilities of stakeholders in the waste and resources management industry and how their interaction will affect subsequent treatment options.			
2. Understand which European/UK legislation/codes of practice and guidance notes are relevant to waste and resource management facilities	2.1 Determine European/UK legislation, codes of practice and guidance notes relevant to the UK waste and resources management.			
	2.2 Interpret the requirements of the legislation, code of practice and guidance in relation to operating a permitted wastes and resource management facility.			
	2.3 Explain how 'waste' is defined and the use of protocols which determine when waste has ceased to be waste.			
3. Understand what non-legislative drivers are affecting changes in wastes and resources management practices	3.1 Determine non-legislative drivers which are affecting change in waste and resources management practices.			
	3.2 Explain how these drivers will affect the ways waste and resources are managed in the future.			
4. Understand why waste needs to be treated or disposed of in ways other than through landfill	4.1 Explain the legislative targets for reduction of waste to landfill.			
	4.2 Evaluate the environment impacts of diverting waste from landfill in relation to different hierarchy options.			

AO3: Understand the requirements for the transportation of waste

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. How to check the vehicle for safety	1.1 Explain how to check the vehicle for safety to include: a) load b) wear and tear on vehicle parts c) operation of vehicle controls and equipment d) vehicle handling			
	1.2 Explain what constitutes a variance.			
	1.3 Explain how to identify variances.			
	1.4 Explain what procedure must be followed when a variance is identified.			
2. Understand the effect loads have on a vehicle	2.1 Explain the characteristics of a minimum of 3 different loads.			
	2.2 Explain how these 3 loads could affect vehicle stability.			
	2.3 Explain the consequences of overloading a vehicle in terms of: a) legal b) safety c) handling			
	2.4 Explain safe loading procedures.			
3. Understand the importance of containing the load	3.1 Explain the importance of containing the load properly in terms of: a) Duty of Care b) Consequences of the loss of load			
4. Understand how to deal with problems on the road	4.1 Explain the procedure to follow if the vehicle is involved in: a) A breakdown b) A near miss c) An accident d) A road closure/change of route			
5. Understand safe driving	5.1 Explain the importance of compliance with: a) Speed limits b) Driver hours c) Use of seat belt requirements			

	5.2 Explain how driving could be affected by: a) Alcohol use b) Drug use c) Mobile phone use d) Driving when tired			
	5.3 Explain the purpose of a tachograph.			
	5.4 Explain the procedure when reversing the vehicle.			
6. Understand how to drive efficiently	6.1 Explain how to optimise fuel efficiency: a) With a full load b) With no load			

AO4: Understand Management Systems

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand Management Systems	1.1 Explain what a Management System is in terms of: a) Environmental b) Health and Safety c) Quality d) Asset			
	1.2 Explain the activities that are covered in a Management System.			
	1.3 Explain how management systems can be integrated with existing organisational systems.			
	1.4 Explain the benefits of an integrated Management System.			
	1.5 Explain the role of audit within Management systems.			

AO5: Know about Waste Treatment Technologies

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the historical, social and legal context for sustainable waste management	1.1 Outline the history of waste management in the UK.			
	1.2 Outline why particular disposal techniques have historically been used.			
2. Understand physical waste management technologies	2.1 Identify which physical waste management technologies are used by: a) the organisation b) the local authority			
	2.2 Describe the benefits and limitations of these technologies.			
3. Understand biological waste treatment technologies	3.1 Identify which biological waste treatment technologies are used by: a) the organisation b) the local authority			
	3.2 Describe the benefits and limitations of these technologies.			
4. Understand advanced thermal waste treatment technologies	4.1 Identify which advanced thermal waste treatment technologies are used by: a) the organisation b) the local authority			
	4.2 Describe the benefits and limitations of these technologies.			
5. Understand integrated treatment technologies for waste management	5.1 Identify which integrated treatment technologies for waste management are used by: a) the organisation b) the local authority			
	5.2 Describe the benefits and limitations of these technologies.			
6. Know about near market technologies	6.1 Explain what is meant by near market technologies.			
	6.2 Provide an example of a near market technology that will impact upon: a) the organisation b) the local authority			

	6.3 Describe the benefits and limitations of the near market technology.			
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AO6: Technical Aspects of Managing Waste and Resources

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the concepts for different physical, chemical, biological and thermal treatment processes available in the UK	1.1 Determine the different options for physical, chemical, biological and thermal treatment of wastes currently available in the UK including the option of MBT processes.			
	1.2 Summarise the principles on which physical, chemical, biological and thermal treatment processes operate and the types of wastes they can treat.			
2. Understand the technical, financial, political, planning and other barriers limiting the uptake of different technologies	2.1 Explain the technical, political and financial barriers to the uptake of different technologies.			
	2.2 Explain how the planning system can influence the development of different waste treatment technologies.			
	2.3 Determine any further barriers that may limit the uptake of different waste treatment technologies.			
3. Understand the importance of effective communication within the work environment including those relevant to but outside of the site boundaries	3.1 Summarise where effective communication and consultation can benefit the site relationship with the local community.			
	3.2 Explain how effective communication can improve relationships within the workplace.			
4. Understand the principles and procedures for waste transfer	4.1 Summarise the principles of waste transfer and the potential risk to the environment from the activity.			
	4.2 Explain the procedure for waste transfer, minimizing effect on the environment.			

AO7: Understand planning requirements in the waste/recycling industry

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the types of development that require planning permission in the waste/recycling industry	1.1 Explain the types of development that require planning permission in the waste/recycling industry.			
2. Understand the requirements of planning regulations as applied to the waste/recycling industry	2.1 Explain the requirement of planning regulations in relation to the waste/recycling industry, to include: a) new facilities b) changes to operations			
	2.2 Explain the purpose of planning development control.			
3. Understand the process for gaining planning permission	3.1 Explain the process for gaining planning permission for the following: a) new facilities b) changes to operations			
4. Understand compliance with planning permission	4.1 Explain how compliance with planning permission is monitored, to include: a) regularity of monitoring b) who is responsible for monitoring			
5. Understand how planning permits are enforced	5.1 Explain a situation when enforcement would apply.			
	5.2 Explain who has the power to enforce planning issues.			
	5.3 Explain the aims of enforcement.			
	5.4 Identify 2 potential breaches of planning permission requirements.			
	5.5 Explain the potential enforcement action that may be taken against organisations who breach planning permission requirements.			

AO8: How to identify and record Hazardous waste

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know how to identify Hazardous waste	1.1 Explain the term 'Hazardous waste'.			
	1.2 Identify 2 examples of Hazardous wastes.			
	1.3 Identify 3 examples of Hazardous properties.			
	1.4 Explain what a 'directive' waste is.			
	1.5 Identify 2 examples of wastes that are not 'directive' wastes.			
	1.6 Identify the Environmental Waste Catalogue codes for 3 Hazardous wastes.			
2. Know the registration requirements as a Hazardous Waste Producer	2.1 Explain the criteria for registering as a Hazardous Waste Producer.			
	2.2 Explain the exemptions from registering as a Hazardous Waste Producer.			
3. Know the requirements for Hazardous waste consignment notes	3.1 Summarise an example of movement of hazardous waste when a Hazardous Waste Consignment note: a) is required b) is not required			
	3.2 Summarise an example of when each of the following would be used: a) Standard Hazardous waste consignment note b) Multiple Collection consignment note c) Schedule of Carriers			
	3.3 Explain how to obtain Hazardous waste consignment notes.			
	3.4 Explain the terms: a) Premises code b) Consignment note code c) SIC code d) Waste Management Operation (R and D codes)			
	3.5 Explain when it is necessary to complete Packing Group and UN identification number information.			

4. Know the requirements for maintaining a register and keeping records	4.1 Explain the record keeping requirements for maintaining a register.			
	4.2 Explain how the requirements for different people in the chain vary. To include: a) producer b) consignor c) holder d) carrier e) consignee			
	4.3 Explain the requirements for Consignee Quarterly returns.			
	4.4 Explain the requirements for Producer returns.			

AO9: Understand Environmental Permitting in England and Wales

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the Environmental Permitting Regulations	1.1 Explain the purpose of the Environmental Permitting Regulations.			
	1.2 Explain the requirements of the Environmental Permitting Regulations.			
	1.3 Explain the terms: a) Standard Permit b) Bespoke Permit			
	1.4 Identify examples of 2 of the available Standard Permits.			
	1.5 Identify 2 waste exemptions categories within the regulations.			
	1.6 Explain what is meant by a 'Fit and Proper Person'.			
2. Understand who should apply for an Environmental Permit	2.1 Explain who should apply for an Environmental Permit.			
3. Understand the application process for an Environmental Permit	3.1 Explain who you would apply to for an Environmental Permit.			
	3.2 Explain the application process.			
	3.3 Explain where to locate sources of information and guidance.			
4. Understand how to amend Environmental Permits	4.1 Explain the procedure for the following: a) making a variation to an existing permit b) transferring a permit c) surrendering a permit			
5. Understand how Environmental Permits are enforced	5.1 Explain the attributes considered in the Operational Risk Appraisal (OPRA) scheme.			
	5.2 Identify two examples of circumstances which would affect the OPRA banded profile: a) Positively b) Negatively			
	5.3 Explain the Compliance Classification Scheme (CCS) for breaches of permit conditions in terms of: a) the 4 CCS categories b) how a score could affect the organisation			

	5.4 Explain who has the power to enforce environmental permits.			
	5.5 Explain the aims of enforcement.			
	5.6 Identify 2 potential offences under the Environmental Permitting Regulations.			
	5.7 Explain the potential enforcement action which may be taken under the Environmental Permitting Regulations.			

SECTION 3 – General Pathway: Option Unit Group B

AO2: Understand the reasons and targets for recycling

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the reasons for recycling	1.1 Explain the need to recycle within: a) the local authority b) the organization			
	1.2 Explain where collected waste/recyclables goes to.			
2. Understand the targets for recycling	2.1 Describe the targets for recycling for: a) the local authority b) the organisation			
	2.2 Explain what percentage of waste is recycled a) within the organisation b) within the local authority			
3. Understand the Government targets for recycling	3.1 Describe the Government targets for recycling for a) Business b) Domestic			
	3.2 Explain the aims of the Government in terms of recycling.			

CK1: Understand operational systems and procedures in the waste/recycling industry

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand work schedules and working procedures in the waste/recycling industry	1.1 Explain what is contained in a work schedule.			
	1.2 Explain the importance of following a work schedule.			
	1.3 Explain how working procedures can affect the work schedule.			
2. Know the principles of waste/recycling handling and transfer	2.1 Describe common handling methods used on waste/recycling to include: a) terminology used b) collection; transfer; treatment; disposal methods c) machinery used d) equipment used			
3. Know and understand the organisational policies about protecting the environment and self	3.1 Describe the organisational policies that are about protecting the environment.			
	3.2 Describe the organisational policies that are about protecting: a) self b) others			
	3.3 Explain what could happen if these organisational policies were not correctly followed.			
4. Know and understand the organisational policies about proper behaviour in the workplace in the waste and recycling industry	4.1 Describe the organisational policies that are about behaving professionally in the job role to include policies relating to: a) smoking b) eating c) drinking d) drugs			
	4.2 Explain the importance of correctly following organisational policies.			
	4.3 Explain what could happen if these organisational policies were not followed correctly.			

CK2: Know the materials arising within the waste and recycling industry

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know the Materials arising within the waste/recycling industry	1.1 Describe a minimum of 3 different types of waste and other materials within the waste/recycling industry.			
	1.2 Explain the type of waste and other materials worked with.			
	1.3 Explain the types of waste and other materials handled by the organization.			
	1.4 Explain how to identify unacceptable wastes.			
	1.5 Explain the regulations that cover: a) recyclables b) waste c) Hazardous waste			
	1.6 Explain how wastes can be treated in relation to the waste hierarchy.			
	1.7 Explain how 2 types of recyclables are used subsequently.			

CK3: Know how to maintain confidentiality of information within the waste/recycling industry

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know how to maintain confidentiality of information in the waste and recycling industry	1.1 Explain what information is permitted to be passed on to others.			
	1.2 Explain what information is not permitted to be passed on to others.			
	1.3 Explain why some information is confidential and give 2 examples.			

C2.18: Perform street cleansing manually

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. understand how to remove litter, detritus and debris from grounds	1.1 list the permits and checks that may be required for the task			
	1.2 describe factors which should be taken into account when identifying litter, detritus and debris			
	1.3 describe organisational requirements for reporting items that may present a risk to health and safety			
	1.4 state the importance of wearing the required personal protective equipment and for others to see it being worn			
	1.5 state different types of equipment for removal of litter, detritus and debris			
	1.6 describe how to identify the correct equipment for the type of litter, detritus and debris			
	1.7 describe actions that need to be taken in order to deal with hazardous debris and detritus			
	1.8 state why mobile equipment should be secured			
	1.9 state the consequences of not securing mobile equipment			
	1.10 state the importance of segregating litter and putting into the correct container/location			
	1.11 state the importance of ensuring the work area is left free of litter, detritus and debris			
	1.12 state the organisational requirements for reporting when work has been completed			
	1.13 state the importance of adhering to organisational requirements for reporting when work has been completed			
2. understand how to maintain waste	2.1 describe where information on the number and location of waste collection points can be found			
	2.2 state types of hazardous debris and detritus			
	2.3 describe actions that need to be taken in order to deal with hazardous debris and detritus			
	2.4 describe how to operate equipment safely			

	2.5 describe the organisational requirements for emptying containers			
	2.6 describe how to identify when containers need replacing			
	2.7 describe the organisational requirements for reporting problems			
3. be able to remove litter, detritus and debris from grounds	3.1 confirm with the appropriate person the area to be cleaned			
	3.2 select and wear appropriate personal protective equipment for the task			
	3.3 select the appropriate equipment and cleaning methods for the types of litter, detritus and debris in the work area			
	3.4 use equipment safely following organisational requirements			
	3.5 use the correct method for removing litter from the ground surface			
	3.6 secure mobile equipment when not in use			
	3.7 segregate litter and put in correct container/location			
	3.8 transfer waste to the correct collection points			
4. be able to maintain waste collection points	4.1 identify the number and location of the waste collection points			
	4.2 identify waste that needs specialist treatment or handling			
	4.3 follow organisational requirements for dealing with waste that requires specialist treatment or handling			
	4.4 empty containers and replace as necessary			
	4.5 leave the area clean and tidy			
	4.6 report any problems following organisational requirements			
	4.7 return equipment to the correct place and store securely			
	4.8 report that work has been completed			

C2.19: Perform street cleansing mechanically

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. understand how to remove litter, detritus and debris	1.1 list the permits and checks that may be required for the task			
	1.2 describe factors which should be taken into account when identifying litter, detritus and debris			
	1.3 describe organisational requirements for reporting items that may present a risk to health and safety			
	1.4 state the importance of wearing the required personal protective equipment and for others to see it being worn			
	1.5 state types of hazardous debris and detritus			
	1.6 describe actions that need to be taken in order to deal with hazardous debris and detritus			
2. understand how to operate vehicles, equipment and machinery	2.1 state the level of legal and organisational authority needed to operate the vehicle or machinery			
	2.2 state how the legal and organisational authority would be obtained			
	2.3 state the types of personal protective equipment required for: <ul style="list-style-type: none"> • vehicles • equipment and machinery • working conditions 			
	2.4 describe how to check that the vehicles and machinery have sufficient resources			
	2.5 state where additional resources can be obtained			
	2.6 state the organisational requirements for reporting faults with vehicles, equipment and machinery			
	2.7 state the importance of operating vehicles, equipment and machinery safely			
	2.8 state the importance of securing mechanical equipment			

3. understand how to deal with collected waste	3.1 state types of spillage that can occur			
	3.2 describe how to check that spillages have been treated correctly			
	3.3 describe the organisational requirements for reporting problems			
	3.4 state the location of the designated collection points for waste			
	3.5 describe how to discharge and dispose of collected waste safely			
	3.6 explain the legal and organisational requirements that must be followed when disposing of waste			
	3.7 state the organisational requirements for reporting when work has been completed			
	3.8 state the importance of adhering to organisational requirements for reporting when work has been completed			
4. know how to clean and store vehicles, equipment and machinery	4.1 state the designated location for cleaning vehicles, equipment and machinery			
	4.2 describe the methods for cleaning vehicles, equipment and machinery			
	4.3 state the location of the storage areas for vehicles, equipment and machinery			
	4.4 state the importance of leaving storage areas secure			
5. be able to remove litter and detritus	5.1 confirm with the appropriate person the area to be cleaned			
	5.2 select the: <ul style="list-style-type: none"> • vehicle • equipment and machinery • cleaning methods suitable for the litter, detritus and surfaces to be cleaned			
	5.3 confirm that the appropriate legal and organisational authorisation is in place to operate the vehicles and machinery			
	5.4 select and wear personal protective equipment appropriate for the: <ul style="list-style-type: none"> • vehicle • equipment and machinery • working conditions 			
	5.5 ensure that vehicles and machinery have sufficient resources			
	5.6 report faults with vehicles, equipment and machinery			

	5.7 use appropriate methods for removing litter detritus and debris according to: • type of litter, detritus and debris • equipment and machinery • vehicles • working conditions			
	5.8 operate vehicles, equipment and machinery safely following organisational requirements			
	5.9 secure vehicles and machinery when not in use			
	5.10 carry out work to allow maximum clearance of litter, detritus and debris considering working conditions			
6. be able to deal with collected waste	6.1 ensure spillages are treated correctly before removing them			
	6.2 report any problems following organisational requirements			
	6.3 transfer collected waste to the designated collection point			
	6.4 discharge and dispose of waste in line with legal and organisational requirements			
	6.5 leave the waste hopper empty			
7. be able to clean and store vehicles, equipment and machinery	7.1 clean vehicles, equipment and machinery once work is completed			
	7.2 return vehicles, equipment and machinery to the correct place and store securely			
	7.3 report that work has been completed			

SECTION 4 – Reuse Pathway: Mandatory Unit Group

SR1: Understanding customer service in the retail sector

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the effect of customer service on retail business	1.1 Explain the importance of customer loyalty to a retail business			
	1.2 Explain the relationship between standards of customer service and customer loyalty			
2. Understand how retail businesses ensure customer service standards are met	2.1 Explain how a team's work needs to be organised so as to ensure that customer service standards can be consistently met			
	2.2 Describe common contingencies which can affect a team's ability to meet customer service standards, and explain how the effects of these contingencies can be minimised			
3. Understand how customer complaints are resolved in a retail business	3.1 Describe the procedures used by retail businesses for resolving a variety of complaints, including how the customer is kept informed of progress			
	3.2 Describe techniques for negotiating with customers to reach a solution acceptable to both parties			
	3.3 Explain how resolving complaints can turn the customer's dissatisfaction into delight			
4. Understand how customer service is monitored in a retail business	4.1 Explain why it is important to monitor the delivery and effectiveness of customer service in a retail business			
	4.2 Describe the main methods which are used to monitor customer service in retail businesses			
	4.3 Explain the techniques used by line managers to monitor the customer service delivered by themselves and their teams			

SR2: Understanding the retail selling process

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand how communication techniques can be used to help the customer choose products	1.1 Explain how communication techniques can be used to match product features and benefits to complex customer needs			
	1.2 Explain how communication techniques can be used to narrow the choice of products to those best suited to the customer's needs			
2. Understand the benefits and maintenance of product knowledge	2.1 Explain the benefits of maintaining comprehensive and accurate product information			
	2.2 Explain the salesperson's legal responsibilities for giving product information and describe the legal consequences of failing to comply with the law			
	2.3 Describe how to ensure that staff have the training and information they need to develop and maintain their product knowledge			
3. Understand legislation relating to selling in the retail environment	3.1 Describe the purpose of the main legislation relating to retail sales			
	3.2 Explain the impact of legislation relating to sales on retail business			
	3.3 Explain the rights and protection the key legislation relating to sales gives customers			
4. Understand techniques for maximising sales	4.1 Explain the ways in which staff can maximise sales opportunities			
	4.2 Explain how effective leadership methods can be used to maximise sales			
	4.3 Evaluate the effectiveness of techniques used by specific retail businesses to maximise sales			
	4.4 Explain how effective target setting helps to maximise sales			

SECTION 5 – Reuse Pathway: Option Unit Group A

A03: Understand the requirements for the transportation of waste

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. How to check the vehicle for safety	1.1 Explain how to check the vehicle for safety to include: a) load b) wear and tear on vehicle parts c) operation of vehicle controls and equipment d) vehicle handling			
	1.2 Explain what constitutes a variance.			
	1.3 Explain how to identify variances.			
	1.4 Explain what procedure must be followed when a variance is identified.			
2. Understand the effect loads have on a vehicle	2.1 Explain the characteristics of a minimum of 3 different loads.			
	2.2 Explain how these 3 loads could affect vehicle stability.			
	2.3 Explain the consequences of overloading a vehicle in terms of: a) legal b) safety c) handling			
	2.4 Explain safe loading procedures.			
3. Understand the importance of containing the load	3.1 Explain the importance of containing the load properly in terms of: a) Duty of Care b) Consequences of the loss of load			
4. Understand how to deal with problems on the road	4.1 Explain the procedure to follow if the vehicle is involved in: a) A breakdown b) A near miss c) An accident d) A road closure/change of route			

A04: Understand Management Systems

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand Management Systems	1.1 Explain what a Management System is in terms of: a) Environmental b) Health and Safety c) Quality d) Asset			
	1.2 Explain the activities that are covered in a Management System.			
	1.3 Explain how management systems can be integrated with existing organisational systems.			
	1.4 Explain the benefits of an integrated Management System.			
	1.5 Explain the role of audit within Management systems.			

CK3: Know how to maintain confidentiality of information within the waste/recycling industry

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know how to maintain confidentiality of information in the waste and recycling industry	1.1 Explain what information is permitted to be passed on to others.			
	1.2 Explain what information is not permitted to be passed on to others.			
	1.3 Explain why some information is confidential and give 2 examples.			

CK2: Know the materials arising within the waste and recycling industry

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know the Materials arising within the waste/recycling industry	1.1 Describe a minimum of 3 different types of waste and other materials within the waste/recycling industry.			
	1.2 Explain the type of waste and other materials worked with.			
	1.3 Explain the types of waste and other materials handled by the organisation.			
	1.4 Explain how to identify unacceptable wastes.			
	1.5 Explain the regulations that cover: a) recyclables b) waste c) Hazardous waste			
	1.6 Explain how wastes can be treated in relation to the waste hierarchy.			
	1.7 Explain how 2 types of recyclables are used subsequently.			

SECTION 6 – Reuse Pathway: Option Unit Group B

A06: Technical Aspects of Managing Waste and Resources

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the concepts for different physical, chemical, biological and thermal treatment processes available in the UK	1.1 Determine the different options for physical, chemical, biological and thermal treatment of wastes currently available in the UK including the option of MBT processes.			
	1.2 Summarise the principles on which physical, chemical, biological and thermal treatment processes operate and the types of wastes they can treat.			
2. Understand the technical, financial, political, planning and other barriers limiting the uptake of different technologies	2.1 Explain the technical, political and financial barriers to the uptake of different technologies.			
	2.2 Explain how the planning system can influence the development of different waste treatment technologies.			
	2.3 Determine any further barriers that may limit the uptake of different waste treatment technologies.			
3. Understand the importance of effective communication within the work environment including those relevant to but outside of the site boundaries	3.1 Summarise where effective communication and consultation can benefit the site relationship with the local community.			
	3.2 Explain how effective communication can improve relationships within the workplace.			
4. Understand the principles and procedures for waste transfer	4.1 Summarise the principles of waste transfer and the potential risk to the environment from the activity.			
	4.2 Explain the procedure for waste transfer, minimizing effect on the environment.			

A04: Understand Management Systems

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand Management Systems	1.1 Explain what a Management System is in terms of: a) Environmental b) Health and Safety c) Quality d) Asset			
	1.2 Explain the activities that are covered in a Management System.			
	1.3 Explain how management systems can be integrated with existing organisational systems.			
	1.4 Explain the benefits of an integrated Management System.			
	1.5 Explain the role of audit within Management systems.			

A07: Understand planning requirements in the waste/recycling industry

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the types of development that require planning permission in the waste/recycling industry	1.1 Explain the types of development that require planning permission in the waste/recycling industry.			
2. Understand the requirements of planning regulations as applied to the waste/recycling industry	2.1 Explain the requirement of planning regulations in relation to the waste/recycling industry, to include: a) new facilities b) changes to operations			
	2.2 Explain the purpose of planning development control.			
3. Understand the process for gaining planning permission	3.1 Explain the process for gaining planning permission for the following: a) new facilities b) changes to operations			
4. Understand compliance with planning permission	4.1 Explain how compliance with planning permission is monitored, to include: a) regularity of monitoring b) who is responsible for monitoring			
5. Understand how planning permits are enforced	5.1 Explain a situation when enforcement would apply.			
	5.2 Explain who has the power to enforce planning issues.			
	5.3 Explain the aims of enforcement.			
	5.4 Identify 2 potential breaches of planning permission requirements.			
	5.5 Explain the potential enforcement action that may be taken against organisations who breach planning permission requirements.			

A08: How to identify and record Hazardous waste

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know how to identify Hazardous waste	1.1 Explain the term 'Hazardous waste'.			
	1.2 Identify 2 examples of Hazardous wastes.			
	1.3 Identify 3 examples of Hazardous properties.			
	1.4 Explain what a 'directive' waste is.			
	1.5 Identify 2 examples of wastes that are not 'directive' wastes.			
	1.6 Identify the Environmental Waste Catalogue codes for 3 Hazardous wastes.			
2. Know the registration requirements as a Hazardous Waste Producer	2.1 Explain the criteria for registering as a Hazardous Waste Producer.			
	2.2 Explain the exemptions from registering as a Hazardous Waste Producer.			
3. Know the requirements for Hazardous waste consignment notes	3.1 Summarise an example of movement of hazardous waste when a Hazardous Waste Consignment note: a) is required b) is not required			
	3.2 Summarise an example of when each of the following would be used: a) Standard Hazardous waste consignment note b) Multiple Collection consignment note c) Schedule of Carriers			
	3.3 Explain how to obtain Hazardous waste consignment notes.			
	3.4 Explain the terms: a) Premises code b) Consignment note code c) SIC code d) Waste Management Operation (R and D codes)			
	3.5 Explain when it is necessary to complete Packing Group and UN identification number information.			

4. Know the requirements for maintaining a register and keeping records	4.1 Explain the record keeping requirements for maintaining a register.			
	4.2 Explain how the requirements for different people in the chain vary. To include: a) producer b) consignor c) holder d) carrier e) consignee			
	4.3 Explain the requirements for Consignee Quarterly returns.			
	4.4 Explain the requirements for Producer returns.			

SECTION 7 – Reuse Pathway: Option Unit Group C

SR3: Understanding the control, receipt and storage of stock in a retail business

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the importance of having the right stock levels	1.1 Describe the purpose of stock control			
	1.2 Describe the consequences of inaccurate paperwork relating to stock			
	1.3 Describe how stock levels are maintained and the consequences to the business of not carrying the right levels of stock			
2. Understand how goods are received on the premises of a retail business	2.1 Explain why it is important to know what goods are expected and when they are due to arrive			
	2.2 Describe how to prepare the receiving area for goods delivery			
	2.3 Explain why it is important to check the quality and quantity of the goods received			
	2.4 Describe the procedures for reporting and recording: <ul style="list-style-type: none"> • variations in the quantities of goods received • defects in quality, such as damage or breakages 			
	2.5 State what personal protective equipment should be used within the goods delivery area			
3. Understand how stock should be stored to prevent damage or loss	3.1 Describe the methods of storing stock			
	3.2 Describe stock handling techniques which prevent damage and loss			
	3.3 Explain why the quality of stock should be checked regularly and state the possible reasons why stock may deteriorate in storage			
	3.4 Explain why stock should be stored in order of receipt and describe how this is done			

SR4: Understanding the development of personal and team effectiveness in a retail business

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the recruitment process	1.1 Describe the key stages in the recruitment process			
	1.2 Describe the sources of information typically used to support recruitment decisions and explain their relevance to the recruitment process			
	1.3 State the legal requirements relating to the recruitment process			
2. Understand how individuals and teams are developed within a retail business	2.1 Explain how to evaluate the performance of individuals and teams in retail business			
	2.2 Explain how to identify the development needs of individuals and teams			
	2.3 Describe a range of development activities and approaches and explain how they suit differing learning needs, personal aspirations and business goals			
3. Understand effective communication within retail teams in retail business	3.1 Evaluate the suitability of a variety of communication methods and styles for a range of situations typically faced by retail teams			
	3.2 Describe how to use communications skills to: <ul style="list-style-type: none"> • build relationships within a retail team • give and receive constructive criticism and feedback • listen to and show understanding of the feelings and views of other team members 			
4. Understand how conflict is resolved within teams in retail business	4.1 Describe the types of situation which typically give rise to conflict within retail teams			
	4.2 Describe techniques for resolving conflict within retail teams and explain why these work			

5. Understand the link between improved personal performance and improved business performance	5.1 Explain methods for identifying own training and development needs and the resources available for addressing those needs			
	5.2 Evaluate how personal development plans can improve the performance of the individual and the retail business			
6. Understand how to review the personal performance of retail team members	6.1 Describe how to set objectives for individuals and teams			
	6.2 Explain methods for measuring and evaluating the performance of individuals and teams against objectives			
	6.3 Explain how to give feedback to individuals and teams on their performance against objectives			
7. Understand the general principles of employment law	7.1 Describe who is responsible for determining employment legislation			
	7.2 Explain how employment legislation benefits the retail industry as a whole, individual retail businesses and individual employees			
	7.3 State the main provisions of current employment statutes in relation to both employers and employees			
	7.4 Describe how businesses may be penalised for not complying with employment laws			
	7.5 Describe the main internal and external sources of information which can be used to help decide whether employment law has been breached			
	7.6 Explain how individuals can be protected and prosecuted under equality and diversity legislation and anti-discrimination practice			

SR5: Understanding retail consumer law

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand how consumer legislation protects the rights of customers	1.1 State the purpose of consumer legislation in relation to retail			
	1.2 Describe the key principles and concepts of consumer legislation such as fitness for purpose, misinterpretation, and merchantable quality			
2. Know the main provisions for the protection of consumers from unfair trading practices	2.1 Describe the provisions in place to protect consumers from unfair trading practices			
	2.2 Describe retail employees' responsibilities in ensuring fair trading practices			
3. Know the main provisions of consumer credit legislation in relation to retail	3.1 Describe the key legal responsibilities of a retail business and its employees when offering credit facilities to customers			
4. Know the main provisions of data protection legislation in relation to retail	4.1 Describe the key responsibilities and obligations of a retail business and its employees under current data protection legislation			
5. Know the main provisions of the law relating to the sale of licensed and age-restricted products	5.1 Identify the responsibilities and obligations of a retail business and its employees in relation to the sale of licensed goods			
	5.2 Identify the responsibilities and obligations of a retail business and its employees in relation to the sale of age-restricted goods			
6. Understand the consequences for businesses and employees of contravening retail law	6.1 Describe the legal consequences for businesses and employees of contravening retail law			
	6.2 Describe the probable commercial consequences and sanctions for employees and businesses of contravening retail law			

Appendix A: Qualification Structure

To achieve this qualification, learners who choose the General Pathway must complete all Mandatory Units, plus learners must complete 7 units from Optional Group B and in doing so ensure that at least six of them are at Level 3.

To achieve this qualification, learners who choose the Reuse Pathway must complete all Mandatory Units, plus all Reuse Mandatory Group units. Learners must then complete one unit from Reuse Option Group A unless you select CK3 or CK2 in which case you **must** select another unit from this group, two units from Reuse Option Group B and a further unit from Reuse Option Group C.

Mandatory Units

Title	Level	CIWM Unit Code
How to work safely within the waste/recycling industry	2	AM1
Understand Environmental Protection in the waste and recycling industry	2	AM2
How to identify and resolve disagreements	2	AM3
Understand the principles of the waste/recycling industry	2	AM4
Understand the principles of identifying and classifying waste	3	AM5
Understand the 'Duty of Care' within the waste/recycling industry	2	AM6
Plan, allocate and monitor work of a team	3	MSCD5
ERR (Employment Rights and Responsibilities) in the Energy & Utility Sector	2	ERR

General Pathway

General Option Group B

Title	Level	CIWM Unit Code
Understand Policy and Legislation in the waste management industry	3	AO1
Understand the requirements for the transportation of waste	3	AO3
Understand Management Systems	3	AO4
Know about Waste Treatment Technologies	3	AO5
Technical Aspects of Managing Waste and Resources	3	AO6
Understand planning requirements in the waste/recycling industry	3	AO7

How to identify and record Hazardous waste	3	AO8
Understand Environmental Permitting in England and Wales	3	AO9
Understand the reasons and targets for Recycling	2	A02
Understand operational systems and procedures in the waste/recycling industry	2	CK1
Know the Materials arising within the waste and recycling industry	2	CK2
Know how to maintain confidentiality of information within the waste/recycling industry	2	CK3
Perform street cleansing manually	2	C2.18
Perform street cleansing mechanically	2	C2.19

Reuse Pathway

Reuse Mandatory Group

Title	Level	CIWM Unit Code
Understanding Customer Service in the Retail Sector	3	SR1
Understanding the Retail Selling Process	3	SR2

Reuse Option Group A

Title	Level	CIWM Unit Code
Understanding the requirement for the transportation of waste	3	A03
Understanding management systems	3	A04
Know how to maintain confidentiality of information within the waste/recycling industry	2	CK3
Know the materials arising within the waste and recycling industry	2	CK2

Reuse Option Group B

Title	Level	CIWM Unit Code
Technical Aspects of managing waste and resources	3	A06
Understand planning requirements in the waste/recycling industry	3	A07
How to identify and record hazardous waste	3	A08
Understanding management systems	3	A04

Reuse Option Group C

Title	Level	CIWM Unit Code
Understanding the control, receipt and storage of stock in retail business	2	SR3
Understanding the development of personal and team effectiveness in a retail business	3	SR4
Understanding retail consumer law	2	SR5

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

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