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CIWM Code: SOMRW4

Maximum Guided Learning Hours: 190

Total Qualification Time: 395

*Available for registrations from January 2026*



# CIWM (WAMITAB) level 4 Diploma in Systems and Operations Management in the Resources and Waste Sector

# About CIWM and this Handbook

## About CIWM

CIWM (the Chartered Institution of Wastes Management) is the leading professional membership organisation for individuals in the sustainability, resources and waste management sector.

We aim to move the world beyond waste by inspiring and empowering the resource and waste management community with world-class knowledge, skills and accreditation.

CIWM is also an awarding organisation and charity that develops qualifications for those working in cleaning, street cleansing, resources and waste management from operative through to management level.

We have a unique understanding of the sector. Our professional knowledge and trusted reputation enable 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

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**Name**

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**CIWM Learner Number**

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**Registration Date**

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**Enrolment Date**

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**Centre Name**

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**Centre Address**

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**Centre Contact**

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**Assessor 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 sector. 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 tailored for individuals in management roles within the resource and waste management sector, equipping them with the essential knowledge and skills to operate their sites efficiently and effectively. It is an ideal stepping stone for new managers who aspire to become technically competent managers in the future, providing them with the tools they need to succeed. In addition, this qualification supports existing technically competent managers in broadening their management capabilities.

By achieving this qualification, learners demonstrate their competence in managing resource management operations to a high standard, ensuring that services are delivered reliably and meet customer expectations.

**Please note:** this qualification is not part of the CIWM (WAMITAB) Operator Competence Scheme; however, once achieved some of the units can be used

as exemptions (evidence of prior learning) towards an CIWM (WAMITAB) Operator Competence Scheme qualification.

## Who is it for?

- Team leaders or supervisors looking to progress to management roles
- New managers
- Experienced workers that want evidence of their skills
- Technically competent managers

## 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. However, learners will need to be employed in a suitable position, or have access to the working environment, as the qualification is assessed 'on the job'.

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

This qualification is ideal for new or experienced people managing waste and resource management operations that require evidence of their

competence. It is a flexible qualification that can be tailored to meet the requirements of specific job roles (such as site manager, supervisor or team leader) in the sector or within a particular organisation. People already working in relevant roles could be employed by local authorities, waste management companies or third sector (not-for-profit) organisations.

## What do I need to achieve?

You must complete a total of 8 units to achieve the qualification. You must complete all mandatory units. You must then complete two units from the optional group.

### Mandatory Units

You must complete all units in this group.

- Maintain health and safety in the waste and resource management industry (OCS01)
- Manage the environmental impact of work activities (OCS02)
- Provide leadership and management in the workplace (OCS04)
- Procedural compliance (OCS09)
- Work productively with colleagues and stakeholders (SOM01)
- Support learning and development within own area of responsibility (SOM02)

### Option Group

You must choose two units from this group.

- Plan, allocate and monitor work in own area of responsibility (SOM03)

- Manage a budget for own area or activity of work (SOM04)
- Identify and implement improvements to waste management operations (OCS07)
- Control maintenance and other engineering operations (OCS08)
- Manage and maintain systems for responding to emergencies (OCS10)
- Manage transfer and disposal from biological treatment operations (OCS60)
- Manage an inspection visit at your site from regulatory bodies (OCS65)
- Recruit people for your resource and waste management business (SOM05)
- Manage and plan an operational area within an organisation (SOM13)
- Award contracts for the supply of resource and waste management activities (SOM06)
- Generate and retain waste and resource management business (SOM07)
- Monitor and maintain the quality of treatment processes (SOM08)
- Manage transfer and disposal from waste treatment and recovery operations (SOM09)
- Manage transfer and disposal from waste transfer and recovery operations (SOM10)
- Manage assets and the maintenance strategy in a resource and waste management workplace (SOM11)
- Managing finance in a resource and waste management workplace (SOM12)
- Manage site biosecurity and personal hygiene (WM91)

## 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 because 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. Centre staff will:

- 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?

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

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

- Your tutor/assessor
- Your qualifications centre
- Your qualification workbook

# 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 and charity that develops qualifications for those working in cleaning, street cleansing, resources and waste management from operative through to management level.
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
Acquire	To obtain or gain possession of something.
Act	To take action or do something in order to achieve a purpose or respond to a situation.
Adapt	To change something to make suitable for new purpose.
Adjust	To change or modify something slightly to improve it or make it more suitable.
Administer	To manage, organise, or oversee the operation or execution of a task, process, or system.
Advise	To inform someone about a fact or situation formally or officially.
Agree	To have the same opinion or to accept a proposal, idea, or arrangement.
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.
Arrange	To organise or put things in a specific order or position.
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 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.
Contact	To communicate with or get in touch with someone.
Control	To exercise authority or influence to manage, direct, or regulate something.
Consult	To seek information or advice from an expert or professional. To have discussions with someone before undertaking a course of action.

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.
Detail	To describe thoroughly and specifically.
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.
Dispose	To get rid of or throw away something that is no longer needed or wanted.
Ensure/ Make sure	To make certain that something will occur or is the case.
Establish	To set up.
Estimate	To make an approximate judgment or calculation about the value, number, or size of something.
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.
Follow up	To take further action.
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.
Include	To make something a part of something else.
Initiate	To start or begin a process, action, or project.
Interpret	To explain or understand the meaning of something, such as information, actions, or data.
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.
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.
Offer	To present something for someone to accept or reject, such as a proposal, product, service, or opportunity.
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.
Prioritise	To decide the sequence for handling a set of items or tasks based on their level of importance.
Produce	To create, manufacture or make something.
Provide	To make available or supply.
Recommend	To suggest or put something forward as being suitable for a particular purpose or role with reasons why.
Record	To capture and store information, data, or events—whether in writing, digitally, or by another method—for future reference.
Rectify	To correct or put right.
Refer	To pass the matter to the responsible person for a decision.
Report	To prepare a detailed account or statement about an event or topic.
Request	To formally ask for something.
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/choose	To carefully choose the most suitable option for a task/purpose.
Set	To establish, decide, or arrange something in a particular way.
State	To express something definitely or clearly in speech or writing.
Summarise	To give a brief statement in your own words of the main points.
Support	To give assistance.
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.
Use	To apply information or prior learning. To put into service or action. To employ for a given purpose.
Work with	To collaborate or cooperate with others to achieve a common goal.

## Section 1 – Mandatory Unit Group

## Unit OCS01: Maintain health and safety in the waste and resource management industry

Level: 4		Evidence Type	Portfolio Ref No	Comments
Learning Outcome	Assessment Criteria			
1. Know the requirements of health and safety legislation in the waste and resource management industry.	1.1. Explain the main legal requirements of health and safety legislation on waste and resource management facilities, in relation to: <ul style="list-style-type: none"> <li>employers</li> <li>employees</li> <li>others</li> </ul>			
	1.2. Describe the different sources of reliable health and safety information.			
	1.3. Identify how to locate current health and safety information.			
	1.4. Describe the main features and legal requirements for: <ul style="list-style-type: none"> <li>fire risk assessment</li> <li>Plan for managing emergencies</li> <li>CoSHH</li> <li>PUWER</li> <li>LOLER</li> <li>DSEAR</li> </ul>			
2. Understand the hazards, risks, control measures and monitoring associated with a waste and resource management environment.	2.1. Explain the difference between a hazard and a risk.			
	2.2. Explain how to complete a risk assessment.			
	2.3. Explain the difference between a formal and dynamic risk assessment.			
	2.4. Explain the hierarchy of 'control measures'.			
	2.5. Describe the characteristics of hazardous substances and their warning labels.			

	2.6. State the types of personal protective equipment (PPE) required and how they must be used, maintained, and stored.			
	2.7. Identify the main causes of accidents and incidents in the workplace.			
	2.8. Explain how to carry out an accident and incident investigation in line with current regulator guidance.			
3. Be able to make sure that hazards and risks are controlled safely and effectively on site.	3.1. Conduct a risk assessment and implement the control measures.			
	3.2. Maintain accurate records of workplace irregularities.			
	3.3. Check other people are aware of hazards/risks and the actions to minimise them.			
	3.4. Identify the relevant person in the workplace to whom hazards should be reported.			
	3.5. Confirm that precautions to control risks have been agreed with the people responsible for health and safety on site.			
	3.6. Review to make sure all recommended actions have been taken.			
4. Be able to implement organisational health and safety procedures on site.	4.1. Implement workplace health and safety procedures in relation to: <ul style="list-style-type: none"> <li>• safe use of plant, machinery, and equipment</li> <li>• safe use of chemicals</li> <li>• fire risk</li> <li>• first aid</li> <li>• supervision of visitors and contractors</li> <li>• vehicle movements</li> <li>• any other site-specific hazards as detailed on risk assessments</li> </ul>			



	4.2. Ensure procedures are in place to check the health and safety competence of employees.			
	4.3. Conduct monitoring of the workplace at agreed intervals and in accordance with workplace instructions.			
	4.4. Respond to any breaches of health and safety.			
	4.5. Identify training needs for self and others and put plans in place to address them.			
5. Be able to monitor and review safety on site.	5.1 Review performance of health and safety on site.			
	5.2 Request feedback on health and safety performance from relevant people.			
	5.3 Make recommendations for any changes to organisational procedures to maintain health and safety on site.			

\* **Please note:** there is indicative content available for this unit. Please refer to CIWM Operator Competence Indicative Content document.

## Unit OCS02: Manage the environmental impact of work activities

Level: 4		Evidence Type	Portfolio Ref No	Comments
Learning Outcome	Assessment Criteria			
1. Understand the legal and organisational requirements for managing the environmental impact of work activities.	1.1. Describe the legislative requirements, codes of practice and guidance applicable to the transfer and transport of waste from the site.			
	1.2. Explain the organisational procedures for managing the environmental impact of work activities.			
2. Understand how to assess the environmental impact of work activities and how this can be minimised.	2.1. Explain how to assess the impact of work activities and resources in the environment, including risk analysis.			
	2.2. Explain what specialist advice is available to manage the environmental impact of work activities.			
	2.3. Explain how to minimise the environmental impact of work activities.			
	2.4. Explain how to monitor the environmental impact of work activities.			
3. Understand the legal and organisational requirements for managing the risk of fires on site.	3.1. Explain the legal requirements and current guidance for managing the risk of fires on site.			
	3.2. Explain the organisational procedures for managing the risk of fires on site.			
4. Be able to assess and report on the environmental impact	4.1. Assess the environmental impact on your site of:			

of work activities in own area of responsibility.	<ul style="list-style-type: none"> <li>• work activities</li> <li>• resource use</li> </ul>			
	4.2. Review existing control measures for minimising site environmental impacts of: <ul style="list-style-type: none"> <li>• work activities</li> <li>• resource use</li> </ul>			
	4.3. Analyse the effectiveness of the existing control measures and make recommendations for any improvements including those for: <ul style="list-style-type: none"> <li>• work activities</li> <li>• resource use</li> </ul>			
	4.4. Produce a report on the environmental impact of work activities and resource use, with recommendations for improvement.			
5. Be able to organise work activities and resource use to minimise environmental impact.	5.1. Organise resources in own area of responsibility to reduce environmental impact.			
	5.2. Organise work activities in own area of responsibility to reduce environmental impact.			
6. Be able to promote on-going improvement in environmental performance.	6.1. Monitor the environmental impact of work activities.			
	6.2. Establish ways to identify and report opportunities for improving environmental performance.			
	6.3. Communicate on-going environmental performance.			
	7.1. Identify the types and locations of combustible and flammable materials on site.			

7. Be able to implement fire prevention controls and measures on site.	7.2. Identify the types and locations of potential ignition sources on site.			
	7.3. Identify existing control measures aimed at reducing the risk of fire and the impact should fire occur.			
	7.4. Review the effectiveness of the existing control measures and make recommendations for any improvements.			
	7.5. Ensure control measures are implemented on site to reduce the risk of fire.			

\* **Please note:** there is indicative content available for this unit. Please refer to CIWM Operator Competence Indicative Content document.

## Unit OCS04: Provide leadership and management in the workplace

Level: 4				Comments
Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref No	
1. Understand the personal skills, competencies and knowledge required to provide leadership.	1.1. Identify the personal skills and competencies required to lead effectively.			
	1.2. Explain the impact of relevant legislation, regulations, ethical guidelines and organisational procedures on management practices.			
	1.3. Identify the business objectives and how individuals or teams can contribute towards them.			
	1.4. Identify the industry specific knowledge and understanding that is required to enable you to provide leadership in your role.			
	1.5. Explain how this makes a positive contribution to your role as a leader.			
2. Understand how to review, analyse and evaluate the effectiveness of the leadership provided.	2.1. Explain how to assess the effectiveness of leadership and management, to include: <ul style="list-style-type: none"> <li>• who would be involved</li> <li>• what would be involved</li> <li>• techniques to gather information</li> <li>• techniques for analysing the information</li> <li>• reporting of results and feedback</li> </ul>			
	2.2. Explain the key performance indicators that will give clear indication of the effectiveness of the leadership provided.			

	2.3. Explain how to objectively use the information gathered.			
	2.4. Explain how reviewing leadership can help with future situations.			
3. Be able to engage and lead stakeholders and colleagues.	3.1. Outline the key areas that impact on your leadership responsibilities.			
	3.2. Identify stakeholders relevant to your organisation and the nature of their interest.			
	3.3. Communicate the agreed business objectives to individuals within your area of responsibility.			
	3.4. Implement these objectives involving colleagues and stakeholders as appropriate.			
	3.5. Ensure that colleagues and other stakeholders understand their role in the achievement of these objectives.			
	3.6. Take action to maintain morale in the workplace.			
	3.7. Secure the on-going commitment of colleagues and other key stakeholders.			
4. Be able to deliver results.	4.1. Make planning and resourcing decisions that maximise the available resources, skills and expertise.			
	4.2. Use delegation techniques to deliver business objectives and targets.			
	4.3. Set objectives for individuals to take responsibility for their decisions and actions within agreed parameters.			
	4.4. Adapt plans, priorities and resource allocations to meet changing circumstances and priorities.			
5. Be able to review, analyse and evaluate the	5.1. Collect and analyse information on the effectiveness of leadership provided.			

effectiveness of the leadership provided.	5.2. Use key performance indicators to monitor and review effectiveness of leadership.			
	5.3. Summarise and provide feedback on the effectiveness of the leadership provided.			

\* **Please note:** there is indicative content available for this unit. Please refer to CIWM Operator Competence Indicative Content document.

## Unit OCS09: Procedural compliance

Level: 4		Evidence Type	Portfolio Ref No	Comments
Learning Outcome	Assessment Criteria			
1. Understand how to comply with organisational procedures and legislative requirements.	1.1. Describe the legislative requirements, regulations, codes of practice and guidance applicable to the processes carried out at the site.			
	1.2. Describe the planning permission, permit requirements and environmental management system (EMS) for the site.			
	1.3. Describe the monitoring processes for all machinery, plant and equipment used on the site.			
	1.4. Describe the records required by legislation and by company procedures in relation to the site activities.			
	1.5. Describe the organisational procedures for dealing with waste, out of specification waste and any other rejects from the process.			
	1.6. Describe the methods used to communicate different types of data and information to comply with legislative requirements and organisational procedures.			
	1.7. Describe the storage and handling procedures for the waste types handled on the site.			
2. Be able to implement and maintain operating	2.1. Establish regular monitoring and review schedules for all site operations to maintain compliance with procedures.			



procedures required for legislative compliance.	2.2. Complete monitoring and review processes to record data from: <ul style="list-style-type: none"> <li>• acceptable operating conditions</li> <li>• abnormal operating conditions</li> <li>• reporting systems for variations</li> </ul>			
	2.3. Monitor all procedures designed to meet compliance requirements and review at intervals agreed with organisational and regulatory personnel.			
	2.4. Review health and safety procedures regularly to comply with legislative requirements.			
	2.5. Review environmental procedures regularly to maintain compliance with assessed environmental impact requirements.			
	2.6. Recommend new or updated procedures where data from monitoring indicates they are needed.			
	2.7. Ensure that procedures cover all operational situations on organisational premises and for attendance at external facilities.			
	2.8. Ensure review and monitoring processes are in place and implemented for situations where there is non-compliance with permitted activities.			
3. Be able to use data and information to maintain organisational procedures.	3.1. Obtain information about new legislative requirements, approved codes of practice and other industry best practices to maintain up to date organisational procedures.			
	3.2. Maintain recording and information systems in a way which enables them to be used to extract information for review and monitoring purposes.			

4. Be able to resolve problems associated with compliance issues.	4.1. Take steps to deal with any failures with compliance.			
	4.2. Seek specialist advice to resolve situations which are outside own area of responsibility.			
	4.3. Recommend steps to rectify any staff shortages, equipment deficiencies or external factors that prevent the maintenance of compliance regimes.			

\* **Please note:** there is indicative content available for this unit. Please refer to CIWM Operator Competence Indicative Content document.

## SOM01: Work productively with colleagues and stakeholders in the resource and waste management sector

Level: 5			Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria	Indicative Content			
1. Know how to identify stakeholders and their relevance to an organisation in the resource and waste management sector	1.1 Identify an organisation's key stakeholders	<ul style="list-style-type: none"> <li>Internal stakeholders (e.g. employees, managers, directors, other departments etc.)</li> <li>External stakeholders (e.g. customers and clients, consultants, suppliers, regulators, community groups etc.)</li> </ul>			
	1.2 Evaluate the roles, responsibilities, interests and concerns of stakeholders	<ul style="list-style-type: none"> <li>Objectives and responsibilities.</li> <li>Roles in decision-making, operations, funding, regulation or service delivery.</li> <li>Priorities and interests (e.g. profit, compliance, environmental impact, service quality, public benefit etc.)</li> <li>Concerns (e.g. time, resources, risks, reputational issues, unmet needs or conflicting objectives etc.)</li> </ul>			

2. Understand how to establish and monitor working relationships with colleagues and stakeholders in the resource and waste management sector	2.1 Describe how to create a common sense of purpose with colleagues and stakeholders	<ul style="list-style-type: none"> <li>• Shared goals, success criteria and organisation vision.</li> <li>• Engagement with key stakeholders.</li> <li>• Shared values like respect and trust.</li> <li>• Communication (e.g. team meetings, workshops etc.)</li> </ul>			
	2.2 Describe how to create an environment of trust and mutual respect with colleagues and stakeholders	<ul style="list-style-type: none"> <li>• Actions.</li> <li>• Two-way communication.</li> <li>• Active listening.</li> <li>• Fulfilling agreements and recognising contributions.</li> <li>• Compliance.</li> <li>• Maintaining standards.</li> <li>• Punctual.</li> <li>• Proactive.</li> <li>• Professional.</li> <li>• Responsive.</li> <li>• Transparent and accountable.</li> <li>• Fairness, inclusivity and cultural sensitivity.</li> </ul>			

	2.3 Explain how to identify and manage potential conflicts of interest	<ul style="list-style-type: none"> <li>• Identify different priorities, interests, goals and objectives.</li> <li>• Declarations of interest or conflict of interest registers.</li> <li>• Interpersonal skills.</li> <li>• Group consultation.</li> <li>• Negotiation and mediation.</li> <li>• Early intervention.</li> <li>• Effective communication.</li> <li>• Clear policies and procedures.</li> </ul>			
	2.4 Explain how to monitor changes in the working environment in relation to colleagues and stakeholders	<ul style="list-style-type: none"> <li>• Consider internal and external changes that impact colleagues and stakeholders.</li> <li>• These could be monitored by:</li> <li>• Consultation</li> <li>• Feedback</li> <li>• SWOT</li> <li>• Skills gap analysis</li> <li>• Data analysis</li> <li>• Project progress tracking</li> </ul>			
3. Understand the importance of fulfilling agreements and honouring commitments made to colleagues and stakeholders in the	3.1 Examine the benefits of ensuring agreements made with colleagues and stakeholders are fulfilled	<ul style="list-style-type: none"> <li>• Trust and credibility.</li> <li>• Strong working relationships.</li> <li>• Staff morale.</li> <li>• Mutual respect.</li> <li>• Confidence in decisions.</li> <li>• Collaboration and shared goals.</li> </ul>			

resource and waste management sector	3.2 Examine the negative impact on individuals and organisations of not fulfilling agreements made with colleagues and stakeholders	<ul style="list-style-type: none"> <li>• Loss of trust and credibility.</li> <li>• Reputational damage.</li> <li>• Loss of confidence in decisions.</li> <li>• Loss of respect.</li> <li>• Lower staff morale.</li> <li>• Missed deadlines, financial losses or regulatory penalties.</li> </ul>			
4. Be able to create an environment of trust and mutual respect with colleagues and stakeholders in the resource and waste management sector	4.1 Identify information to be communicated to selected colleagues and stakeholders	<ul style="list-style-type: none"> <li>• Information (e.g. project updates, goals, performance data, decisions, changes, policies etc.)</li> <li>• Relevant stakeholders (selected based on roles, interests or responsibilities).</li> <li>• Differentiating levels of detail depending on audience.</li> </ul>			
	4.2 Provide colleagues and stakeholders with information to enable them to perform effectively	<ul style="list-style-type: none"> <li>• Sharing plans, procedures, deadlines and expectations.</li> <li>• Providing clear documentation and guidance.</li> <li>• Ensuring access to relevant tools, systems and contact points.</li> <li>• Offering clarification and support as needed.</li> </ul>			

	4.3 Communicate information with colleagues and stakeholders clearly and in a way that respects others	<ul style="list-style-type: none"> <li>• Language, tone and format (e.g. emails, meeting minutes, reports etc.)</li> <li>• Cultural and individual differences.</li> <li>• Actively listening.</li> <li>• Checking for understanding.</li> <li>• Respectful, inclusive and professional communication.</li> </ul>			
	4.4 Manage conflicts of interest and disagreements with colleagues and stakeholders effectively	<ul style="list-style-type: none"> <li>• Using conflict resolution techniques (e.g. mediation, negotiation, compromise etc.)</li> <li>• Encouraging open dialogue.</li> <li>• Remaining objective and respectful.</li> <li>• Referring to organisational policies and escalating when needed.</li> </ul>			
5. Be able to review and improve the effectiveness of working relationships in the resource and waste management sector	5.1 Analyse feedback on working relationships from colleagues and stakeholders	<ul style="list-style-type: none"> <li>• Gathering formal and informal feedback.</li> <li>• Looking for recurring themes or concerns.</li> <li>• Identifying opportunities for improvement.</li> </ul>			

	5.2 Evaluate working relationships with colleagues and stakeholders in terms of continued use and effectiveness	<ul style="list-style-type: none"> <li>• Reviewing relationship outcomes against objectives.</li> <li>• Assessing levels of trust, communication and cooperation.</li> <li>• Considering long-term value.</li> <li>• Decide to maintain, improve or end certain working relationships.</li> </ul>			
	5.3 Identify and implement improvements to working relationships	<ul style="list-style-type: none"> <li>• Set SMART goals and new expectations.</li> <li>• Provide training or mediation.</li> <li>• Improve communication strategies.</li> <li>• Act on feedback and performance reviews.</li> </ul>			



## SOM02: Support learning and development within own area of responsibility

Level: 4			Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria	Indicative Content			
1. Understand how to develop a learning environment in own area of responsibility.	1.1 Explain the benefits of continual learning and development.	<ul style="list-style-type: none"> <li>• Performance.</li> <li>• Confidence.</li> <li>• Motivation and satisfaction.</li> <li>• Skills and knowledge.</li> <li>• Progression.</li> <li>• Learning culture.</li> <li>• Compliance.</li> </ul>			
	1.2 Explain how learning opportunities can be provided for own area of responsibility.	<ul style="list-style-type: none"> <li>• Types of training.</li> <li>• Team meetings and briefings.</li> <li>• Participation in projects.</li> <li>• Coaching.</li> <li>• Shadowing.</li> <li>• Mentoring.</li> <li>• Secondments.</li> </ul>			
2. Be able to identify the learning needs of colleagues in own area of responsibility.	2.1 Identify gaps between requirements of colleagues' current or future work roles and their existing knowledge, understanding and skills.	<ul style="list-style-type: none"> <li>• Requirements of specific roles (e.g. job descriptions, industry standards, regulatory requirements etc.)</li> <li>• Skills audits or training needs analysis.</li> <li>• Appraisals and peer reviews.</li> <li>• Career progression and succession planning.</li> </ul>			

	2.2 Prioritise learning needs of colleagues.	<ul style="list-style-type: none"> <li>• Learning styles.</li> <li>• Prioritising knowledge, skills or behaviours required in short-term.</li> <li>• Aligning learning with organisational goals and requirements.</li> <li>• Risks associated with skills gaps.</li> <li>• Resource availability (e.g. time, budget, access to trainers etc.)</li> <li>• Engaging colleagues.</li> <li>• Skills audits or training needs analysis.</li> </ul>			
	2.3 Produce personal development plans for colleagues in own area of responsibility.	<ul style="list-style-type: none"> <li>• Set SMART development objectives.</li> <li>• Clear timelines.</li> <li>• Development activities (e.g. training, mentoring, coaching etc.)</li> <li>• Personal development plans.</li> <li>• Monitoring and reviewing progress.</li> </ul>			
3. Be able to support colleagues in learning and its application.	3.1 Identify information, advice, and guidance to support learning.	<ul style="list-style-type: none"> <li>• Internal sources (e.g. HR, managers, intranet etc.)</li> <li>• External sources (e.g. professional bodies, training providers, apprenticeships, careers services etc.)</li> </ul>			
	3.2 Communicate to colleagues to take responsibility for their own learning.	<ul style="list-style-type: none"> <li>• Appraisals and 1 to 1s.</li> <li>• Expectations for continuous improvements.</li> <li>• Leading by example.</li> <li>• Discussions about importance of learning.</li> <li>• Organisation learning culture.</li> <li>• Recognition of achievements.</li> </ul>			

	3.3 Explain to colleagues how to gain access to learning resources.	<ul style="list-style-type: none"> <li>• Signposting to internal systems.</li> <li>• Highlighting organisational policies and procedures for learning.</li> <li>• Providing contact details for HR, mentors or learning coordinators.</li> <li>• Explaining how to access training.</li> </ul>			
	3.4 Support colleagues to practise and reflect on what they have learned.	<ul style="list-style-type: none"> <li>• Supervised tasks or real-world scenarios.</li> <li>• Providing feedback, coaching or observation to reinforce learning.</li> <li>• Supporting reflective practices (e.g. learning logs, peer discussions, debriefs etc.)</li> <li>• Following up after training to discuss successes, challenges and next steps.</li> </ul>			
4. Be able to evaluate learning outcomes and future learning and development of colleagues.	4.1 Examine with each colleague, whether the learning activities undertaken have achieved the desired outcomes.	<ul style="list-style-type: none"> <li>• Review SMART objectives in personal development plan.</li> <li>• Compare pre and post training performance.</li> <li>• Gather feedback.</li> <li>• Appraisals and 1 to 1s.</li> <li>• Following up after training to discuss successes, challenges and next steps.</li> </ul>			

	4.2 Support colleagues when updating their personal development plan.	<ul style="list-style-type: none"> <li>• New or ongoing development needs.</li> <li>• Review and update SMART objectives in personal development plan.</li> <li>• Adjust personal development plans to reflect changes in roles, technology or organisational needs.</li> <li>• Encourage a continuous learning mindset and commitment to development.</li> </ul>			
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## Section 2 – Optional Unit Group

## SOM03: Plan, allocate and monitor work in own area of responsibility

Level: 4			Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria	Indicative Content			
1. Be able to produce a work plan for own area of responsibility	1.1 Agree the work required in area of responsibility with manager	<ul style="list-style-type: none"> <li>Discuss and confirm deliverables, expectations and deadlines with manager.</li> <li>Review constraints and dependencies.</li> <li>Work plan for own area of responsibility.</li> </ul>			
	1.2 Identify the skills base and the resources available	<ul style="list-style-type: none"> <li>Assess team members skills, knowledge and experience.</li> <li>Review available resources (e.g. budget, equipment etc.)</li> </ul>			
	1.3 Identify priorities, objectives and success criteria needed for the team	<ul style="list-style-type: none"> <li>Set short and long-term priorities based on organisation requirements.</li> <li>Set SMART objectives.</li> <li>Establish success criteria and performance indicators to evaluate outcomes.</li> <li>Prioritise tasks.</li> </ul>			
	1.4 Produce a work plan for own area of responsibility	<ul style="list-style-type: none"> <li>Develop a detailed work plan (e.g. tasks, responsibilities, timescales, milestones, resources, risks, review points etc.)</li> <li>Present plan to manager for approval.</li> <li>Communicate plan to relevant stakeholders.</li> </ul>			

2. Be able to allocate and agree responsibilities with team members	2.1 Identify team members' responsibilities for identified work activities	<ul style="list-style-type: none"> <li>• Allocate tasks to team members.</li> <li>• Consider workload and development opportunities.</li> <li>• Communicate role, duties and accountability to each team member.</li> </ul>			
	2.2 Agree responsibilities and SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with team members	<ul style="list-style-type: none"> <li>• Conduct 1:1 discussion.</li> <li>• Agree SMART objectives.</li> <li>• Record objectives.</li> </ul>			
	2.3 Agree standard of work required	<ul style="list-style-type: none"> <li>• Discuss performance expectations, standards and output requirements.</li> <li>• Ensure understanding of organisation requirements.</li> </ul>			
3. Be able to monitor the progress and quality of work in own area of responsibility and provide feedback	3.1 Identify ways to monitor progress and quality of work	<ul style="list-style-type: none"> <li>• Regular meetings.</li> <li>• Progress reports.</li> <li>• Checklists.</li> <li>• Key Performance Indicators.</li> <li>• Audits.</li> <li>• Peer reviews.</li> </ul>			
	3.2 Monitor and evaluate progress against agreed standards	<ul style="list-style-type: none"> <li>• Current performance in comparison to objectives and deadlines.</li> <li>• Identify risks or barriers to progress.</li> <li>• Record findings.</li> <li>• Update relevant people.</li> </ul>			
	3.3 Provide constructive feedback to team members to improve their performance	<ul style="list-style-type: none"> <li>• Records of constructive feedback.</li> <li>• Evidence of self-assessment and reflection amongst team.</li> <li>• Agreed actions or support to improve performance.</li> </ul>			

4. Be able to review and amend plans of work for own area of responsibility and communicate changes	4.1 Review and amend work plan where changes are required	<ul style="list-style-type: none"> <li>• Records of reviews and progress.</li> <li>• Adjustments to objectives, timelines and resources.</li> <li>• Approval for significant amendments from manager.</li> </ul>			
	4.2 Communicate changes to team members	<ul style="list-style-type: none"> <li>• Updated plans circulated to team.</li> <li>• Explanations for changes.</li> <li>• Opportunities for questions and feedback.</li> <li>• Updated documents and records to reflect agreed changes.</li> </ul>			



## SOM04: Manage a budget for own area or activity of work

Level: 5			Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria	Indicative Content			
1. Be able to prepare a budget for own area of responsibility	1.1 Evaluate information on resource requirements for own area of activity or work	<ul style="list-style-type: none"> <li>Objectives, project plans and operational priorities.</li> <li>Required resources.</li> <li>Historical data, previous budgets and performance trends.</li> <li>Consultation with key stakeholders.</li> <li>Internal and external factors (e.g. inflation, policy, market trends etc.)</li> </ul>			
	1.2 Produce a draft budget	<ul style="list-style-type: none"> <li>Estimate income and expenditure.</li> <li>Organisation procedures and formats for budgets.</li> <li>Contingency planning.</li> <li>Risk management.</li> </ul>			
	1.3 Communicate the final budget with relevant stakeholders	<ul style="list-style-type: none"> <li>Present budget to management or finance teams.</li> <li>Explain key assumptions, allocations and expected outcomes.</li> <li>Use appropriate formats (e.g. reports, presentations etc.)</li> <li>Encourage questions and feedback.</li> </ul>			
2. Be able to manage a budget	2.1 Analyse variances between planned and actual expenditure	<ul style="list-style-type: none"> <li>Compare actual spending and income against budget.</li> <li>Identify positive and negative variances.</li> <li>Consider impact of variances on operational outcomes.</li> </ul>			

	2.2 Provide information on performance to relevant stakeholders	<ul style="list-style-type: none"> <li>Financial performance reports.</li> <li>Presentations to key stakeholders.</li> <li>Use of visuals (e.g. charts, tables, summaries) to support understanding.</li> </ul>			
	2.3 Explain how to take corrective action within the limits of own authority, in response to budget variances and developments	<ul style="list-style-type: none"> <li>Corrective actions (e.g. cost reductions, reallocation, reprioritisation etc.)</li> <li>Compliance with organisational policy and financial regulations.</li> <li>Additional support or approval where required.</li> </ul>			
	2.4 Explain proposed revisions to budget and obtain agreement where actions are beyond the scope of own authority	<ul style="list-style-type: none"> <li>Identify changes beyond scope of authority.</li> <li>Prepare justification or business case for changes.</li> <li>Present changes, rationale and outcomes to relevant person.</li> <li>Evidence of approval (e.g. emails, meeting minutes etc.)</li> </ul>			
3. Be able to review budget management performance	3.1 Review performance against budget	<ul style="list-style-type: none"> <li>Reviews</li> <li>Comparisons of outcomes against objectives.</li> <li>Strengths, weaknesses and area for improvement.</li> <li>Documentation.</li> </ul>			
	3.2 Assess improvements for future budget planning and management	<ul style="list-style-type: none"> <li>Accuracy of budget</li> <li>Opportunities for improvement</li> <li>Recommendations to improve policy, procedure, forecasting, monitoring and reporting.</li> <li>Learnings and best practice.</li> </ul>			

	3.3 Monitor budget performance and implement changes within the limits of own authority or obtain agreement	<ul style="list-style-type: none"> <li>• Track expenditure and income.</li> <li>• Adjust where required.</li> <li>• Report significant deviations or risks.</li> <li>• Record all actions.</li> <li>• Comply with organisation policy and procedures.</li> </ul>			
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## OCS07: Identify and implement improvements to waste management operations

Level: 4		Evidence Type	Portfolio Ref No	Comments
Learning Outcome	Assessment Criteria			
1. Know how to identify improvements to waste management operations.	1.1. Explain how recent developments in technology and operating procedures could impact the waste management industry.			
	1.2. Identify improvement to waste management operations.			
	1.3. Describe the proposed improvement in terms of strengths, weaknesses, opportunities and threats.			
	1.4. State the existing operating costs, and how costs are broken down, for the area of proposed improvement.			
	1.5. State the costs of proposed improvements in terms of: <ul style="list-style-type: none"> <li>capital</li> <li>installation</li> <li>running costs</li> </ul>			
2. Know how to implement improvements to waste management operations.	2.1. Describe techniques used in preparing proposals.			
	2.2. Explain the impact of the potential improvement on other aspects of activities.			
	2.3. Describe the reporting procedures in terms of: <ul style="list-style-type: none"> <li>project approval</li> <li>monitoring implementation</li> <li>evaluation of project outcomes</li> </ul>			
	2.4. Explain how to monitor the implementation of an improvement plan, including any problems			

	experienced and the steps that could be taken to respond to these.			
	2.5. Explain how to monitor implementation of the plan against the agreed specifications, schedules and budget.			
	2.6. Explain how to rectify any deviations from the plan, specifications, schedules or budget.			
	2.7. Describe techniques for evaluating the project, and how to report them.			
6. Be able to monitor waste management operations to identify potential improvements.	4.5. Use information to identify potential improvements.			
	4.6. Consult with others to identify where improvements could be made.			
7. Be able to evaluate the costs and benefits for improving waste management operations.	4.1. Use a range of information sources to analyse and identify the most suitable improvements.			
	4.1. Evaluate proposed improvements against organisation's objectives.			
	4.1. Determine the potential impact of any proposed improvements on other aspects of site operations.			
8. Be able to produce project plans for implementing improvements to waste management operations	5.1. Prepare and submit a project plan for implementation based on the information gathered in accordance with organisational procedures.			
6. Be able to store, use and communicate information.	6.1. Communicate the recommendations for improvements to internal and external parties who might be affected by the changes and take into account their feedback.			
	6.1. Provide clear and sufficient information to those responsible for implementing the project plan.			

	6.1. Maintain records in accordance with organisational procedures.			
7. Be able to resolve problems that could affect the implementation of improvements to waste management operations.	7.1. Resolve routine problems within the responsibility of the job role.			
	7.2. Refer problems and conditions outside the responsibility of the job role to correct personnel.			

\* **Please note:** there is indicative content available for this unit. Please refer to CIWM Operator Competence Indicative Content document

## OCS08: Control maintenance and other engineering operations

Level: 4		Evidence Type	Portfolio Ref No	Comments
Learning Outcome	Assessment Criteria			
1. Understand the legislative requirements and organisational procedures for controlling maintenance and other engineering operations.	1.1. Describe the legislation, regulations and codes of practice applicable to maintenance and other engineering activities.			
	1.2. Describe the maintenance activities required for the following within own area of responsibility: <ul style="list-style-type: none"> <li>• plant</li> <li>• systems</li> <li>• equipment</li> <li>• vehicles</li> <li>• buildings</li> <li>• structures</li> </ul>			
	1.3. Describe the organisational procedures for reporting faults and initiating repairs on site.			
	1.4. Describe the organisational procedures for implementation, control and completion of maintenance operations.			
	1.5. Describe the system for allocating contracts in own areas of responsibility.			
	1.6. Describe the system for allocating permits to work in own areas of responsibility.			
	1.7. Describe the terms and conditions of contracts in own area of responsibility, including any insurance policy conditions.			
	1.8. Describe the recording systems used for maintenance schedules, records, permits to work and other contract information.			

	1.9. Describe the factors that increase the likelihood of breakdowns and outline actions to prevent or reduce these.			
	1.10. Describe the safety and environmental protection procedures used for maintenance and other engineering activities.			
	1.11. Describe quality assurance systems used for maintenance and other engineering activities.			
	1.12. Explain why it is important to enforce procedures for quality, safety and environmental protection and outline actions to take in response to deviations from these.			
2. Understand how to produce maintenance schedules.	2.1. Identify the time and resources needed for the required maintenance activities.			
	2.2. Describe the factors to consider when scheduling maintenance activities, including any insurance company requirements.			
	2.3. Describe the difficulties that might occur when implementing maintenance activities and what should be included in contingency plans.			
3. Understand how to manage maintenance and other engineering operations.	3.1. Explain why it is important to check personnel understand instructions and the methods used to do this.			
	3.2. Identify the technical skills needed for maintenance and engineering activities undertaken in own area of responsibility.			
	3.3. Describe the methods used to check that all personnel have the required skills and to identify training needs.			



	3.4. Explain the importance of continuing professional development (CPD) for personnel.			
	3.5. Explain why statutory testing of equipment must be kept up-to-date, and how to check.			
4. Be able to produce maintenance schedules.	4.1. Check the maintenance activities that are required to achieve maintenance requirements.			
	4.2. Use data available to schedule the time and resources required to undertake maintenance activities in accordance with organisational procedures.			
	4.3. Manage maintenance schedules that comply with legislation, the requirements of external bodies and equipment manufacturer guidance.			
	4.4. Produce contingency plans which take potential difficulties into account.			
5. Be able to communicate maintenance information effectively.	5.1. Make maintenance schedules available to the people involved in implementing them and to others who would be affected by them.			
	5.2. Provide accurate instructions to those responsible for maintenance and other engineering activities and check they understand what is required.			
	5.3. Take steps to ensure those responsible for maintenance and other engineering activities will have the necessary resources available to perform work to the require standard.			
	5.4. Review regularly the frequency, nature and causes of breakdowns and use the information to resolve problems and prevent failures.			

	5.5. Maintain accurate and up-to-date records of maintenance and other engineering operations.			
6. Be able to manage maintenance and engineering personnel.	6.1. Ensure that all personnel complete maintenance and other engineering activities within performance requirements and timescales.			
	6.2. Ensure operatives on site implement and maintain systems to record faults and initiate repairs.			
7. Be able to monitor maintenance and other engineering operations.	7.1. Monitor and review the quality, safety and environmental impact of maintenance and other engineering activities to ensure they are in accordance with organisational procedures.			
	7.2. Record completed maintenance tasks against the schedule in accordance with organisational procedures.			
	7.3. Ensure the implementation of maintenance and other engineering activities comply with organisational procedures.			
	7.4. Rectify any deviations from contractual or legal requirements.			
	7.5. Take measures to prevent potential breakdowns.			

\* **Please note:** there is indicative content available for this unit. Please refer to CIWM Operator Competence Indicative Content document.

## OCS10: Manage and maintain systems for responding to emergencies

Level: 4		Evidence Type	Portfolio Ref No	Comments
Learning Outcome	Assessment Criteria			
1. Understand the legislative requirements and organisational procedures for maintaining effective systems for responding to emergencies.	1.1. Describe the types of emergency that may arise on site.			
	1.2. Describe the relevant health, safety and environmental legislation and organisational procedures for responding to an emergency.			
2. Understand how to maintain effective systems for responding to emergencies.	2.1. Describe the planning and resource requirements for responding to the following emergencies in line with legislation and organisational procedures; <ul style="list-style-type: none"> <li>• fire</li> <li>• accident</li> <li>• spills</li> <li>• breaches of security</li> <li>• damage to property</li> <li>• suspicious incidents</li> <li>• power outages</li> </ul>			
	2.2. Describe the types of recorded data used to review systems for responding to emergencies.			
	2.3. Describe deficiencies that may be identified during the review and methods of resolving these deficiencies.			
	2.4. Identify the designated person that should be notified of accidents, incidents, interruptions			

	to work, damage to property or any other situations.			
	2.5. Explain why it is important for all personnel to receive training on how to respond to an emergency.			
	2.6. Explain why it is important to have effective systems for responding to emergencies.			
3. Be able to implement emergency plans and procedures.	3.1. Identify potential emergency situations for all activities within own area of responsibility.			
	3.2. Review emergency systems and procedures to provide responses to emergencies that may arise during site activities.			
	3.3. Implement emergency plans and procedures.			
	3.4. Manage preventative inspection and maintenance programmes for emergency equipment so that it is available at all times.			
	3.5. Carry out and record drills during normal work operations in accordance with legislative requirements and organisational procedures.			
	3.6. Manage mechanisms for communicating emergency plans and procedures to all personnel.			
	3.7. Train personnel to report incidents in accordance with legislative and organisational requirements.			
	3.8. Implement incident and accident reporting procedures for all activities in the work place.			
4. Be able to maintain systems for responding to emergencies.	4.1. Review emergency procedures, equipment and resources required to maintain systems.			
	4.2. Obtain feedback from personnel participating in emergency drills to identify potential improvements.			
	4.3. Describe how to resolve any deficiencies identified through reviews, feedback and practices			

	in accordance with legislative requirements and organisational procedures.			
	4.4. Evaluate incident and accident reports to recommend improvements to organisational emergency procedures.			
	4.5. Notify designated person(s) of accidents, incidents, interruptions to work or any situations that require their attention.			
	4.6. Maintain a record of training in accident and emergency procedures for all staff employed.			

\* **Please note:** there is indicative content available for this unit. Please refer to CIWM Operator Competence Indicative Content document.

## OCS60: Manage transfer and disposal from biological treatment operations

Level: 4				Comments
Learning Outcome	Assessment Criteria	Evidence Type	Portfolio Ref No	
1. Understand the specific regulatory procedures and requirements for the transfer of outputs and disposal of residues from biological treatment operations	1.1. Describe the biological treatment standards and regulatory requirements to be met for recognition of product status for outputs.			
	1.2. Describe the legislative requirements, regulations, codes of practice and guidance applicable to the transfer and transport of wastes from the site.			
	1.3. Describe the planning permission, permit requirements and environmental management system (EMS) for the site.			
	1.4. Describe the legislative requirements for the safe operation of machinery, plant and equipment.			
	1.5. Describe the quality inspection, identification procedures and the handling requirements for the outputs from the site.			
2. Understand the organisational procedures for the transfer of outputs and disposal of residues from biological treatment operations	2.1. Describe the organisational procedures for the management of personnel and work activities.			
	2.2. Describe the on-site procedures for the management and storage of the outputs and residues.			
	2.3. Describe the organisational procedures for transport operations and the supply and use of the transport resources required.			

	2.4. Describe the procedures for dealing with residues, out of specification materials and any other rejects from the process.			
	2.5. Identify the storage and handling implications for the output materials produced on-site.			
	2.6. Identify the types, functions and limitations of waste handling equipment available for use on the site.			
	2.7. Describe the lifting and handling techniques that are suitable for the outputs and residues that are being transported from the site.			
3. Know how to identify risks and manage work-related hazards.	3.1. Identify hazards associated with biological treatment operations on site in relation to: <ul style="list-style-type: none"> <li>• health and safety</li> <li>• environment</li> </ul>			
	3.2. Describe the control measures to reduce or eliminate risks to safety, health and the environment associated with biological treatment operations on site.			
	3.3. Describe how to use risk assessment and analysis to minimise hazards to personnel and the environment in the workplace.			
	3.4. Describe the organisational procedures for dealing with spillages and emissions.			
	3.5. State the types of personal protective equipment (PPE) required and how they must be used, maintained and stored.			
	3.6. Describe legal and organisational requirements for recording and reporting risks to health, safety and the environment.			

4. Be able to implement management systems for biological treatment operations	4.1. Implement systems and procedures for the transfer and transport of outputs from biological treatment operations.			
	4.2. Implement systems and procedures for the disposal of residues from biological treatment operations.			
	4.3. Make arrangements for the supply of materials, equipment and information needed to carry out loading and transport operations from the site.			
	4.4. Make arrangements for the safe loading of outputs and residues from biological treatment operations.			
	4.5. Apply management systems to ensure that all procedures and waste transfer and disposal processes are adhered to.			
5. Be able to manage information for the transfer of outputs and disposal of residues from biological treatment processes.	5.1. Ensure that transport documentation for all materials leaving the site is completed in order to comply with legislative and organisational requirements.			
	5.2. Interpret process documentation and verify that the information is accurate and relates to the recovered wastes and residues.			
	5.3. Maintain records of all outputs and residues leaving the site in accordance with legislative and organisational requirements.			
	5.4. Implement and maintain a system to record testing and analysis data on outputs.			
	5.5. Prepare documentation to inform users of the outputs about the characteristics of the materials.			



6. Be able to resolve problems which arise from the transfer of outputs and disposal of residues from biological treatment processes.	6.1. Take action to rectify any staff or transport shortages, equipment deficiencies or external causes that affect biological treatment processes.			
	6.2. Implement and communicate procedures for dealing with spillages on site.			
	6.3. Make arrangements for alternative transport and recipients for outputs and residues when existing arrangements are not available.			
	6.4. Make arrangements for reprocessing or disposing of outputs that have failed to meet the prescribed standards for the site.			
	6.5. Seek specialist advice to resolve situations which are outside the responsibility of the job role.			

\* **Please note:** there is indicative content available for this unit. Please refer to CIWM Operator Competence Indicative Content document.

## OCS65: Manage an inspection visit at your site from regulatory bodies

Level: 4		Evidence Type	Portfolio Ref No	Comments
Learning Outcome	Assessment Criteria			
1. Understand the regulatory environment.	1.1 Describe the key areas of regulation for your organisation in relation to: <ul style="list-style-type: none"> <li>• staff</li> <li>• equipment and machinery</li> <li>• environment</li> </ul>			
	1.2 Describe the impact that changes in specific regulations have had on your organisation.			
	1.3 Explain how international regulations impact your organisation.			
	1.4 Explain how compliance is enforced by the following regulatory bodies and the sanctions they can take for non-compliance: <ul style="list-style-type: none"> <li>• environmental regulator</li> <li>• health and safety regulator</li> <li>• planning regulator</li> </ul>			
2. Understand compliance within your organisation.	2.1 Explain how to develop a positive relationship between the organisation and the regulatory body.			
	2.2 Explain the benefits of developing a compliance culture within your organisation.			
	2.3 Detail the products and services supplied by your organisation and the compliance issues associated with them.			

3. Understand how to prepare for an inspection from a regulatory body.	3.1 Explain how to prepare for an inspection visit, including: <ul style="list-style-type: none"> <li>• required resources from those available</li> <li>• information required for the visit</li> </ul>			
	3.2 Explain how to minimise disruption to business operations whilst satisfying the requirements of the team.			
	3.3 Describe the regulatory body's approach to monitoring visits.			
	3.4 Describe how to decide which staff will be involved in the process.			
	3.5 Explain how support will be given to staff involved in the process.			
	3.6 Explain the importance of staff being co-operative during an inspection visit.			
4. Be able to plan for an inspection visit from a regulatory body.	4.1 Plan arrangements for a potential inspection visit in terms of: <ul style="list-style-type: none"> <li>• issues to be considered</li> <li>• inspection areas</li> <li>• possible staff involvement</li> <li>• documentation required</li> </ul>			
	4.2 Review documentation identified.			
	4.3 Make sure senior management understand the importance of preparing for an inspection visit.			
	4.4 Brief staff who may be subject to an interview during the inspection visit.			

\* **Please note:** there is indicative content available for this unit. Please refer to CIWM Operator Competence Indicative Content document.

## SOM05: Recruit people for a resource and waste management business

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare documentation for recruitment process	1.1 Identify the essential and preferred tasks, skills, knowledge and abilities required for a job vacancy			
	1.2 Prepare a suitable job description and person specification for the job role			
	1.3 Set suitable terms and conditions of employment for the vacancy in accordance with organisational and legislative requirements			
2. Be able to advertise for a job vacancy in a resource and waste management business	2.1 Select the most appropriate and cost-effective method of advertising the job vacancy			
	2.2 Choose a potential provider for the advertisement and negotiate terms			
	2.3 Prepare an advertisement that is likely to attract applicants using appropriate information, terms and conditions			
3. Be able to implement and evaluate the effectiveness of a recruitment process for a resource and waste management business	3.1 Assess different methods of testing applicants			
	3.2 Select the best methods of testing applicants for the job vacancy making sure the process is fair, legal and valid			
	3.2 Identify suitable criteria for short listing and selecting applicants for a job interview			
	3.3 Prepare the interview questions, draw up a plan for the interviewers, and make sure that the selection criteria are understood by them			
	3.4 Carry out interviews			
	3.5 Evaluate the effectiveness of all aspects of the selection process			

## SOM06: Award contracts for the supply of resource and waste management activities

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know how to award contracts	1.1 Explain the contract law associated with selecting contractors			
	1.2 Explain the organisational procedures for contracting resource and waste management activities			
	1.3 Explain the principles for managing contracted supply			
	1.4 Explain organisational objectives, terms and conditions for contracts			
	1.5 Explain how to prepare contracts for new and continuing business			
	1.6 Describe the procedures for administering tender bids			
	1.7 Describe organisational policy on the acceptance of tender bids using selection criteria			
	1.8 Explain contract terms and conditions including required conditions of supply and suppliers' production and delivery timescales			
	1.9 Explain how to complete and place a contract including obtaining authorisation			
	1.10 Explain the process for resolving queries with a contractor			
	1.11 Describe the procedure for distributing contract details			
	1.12 Explain any coding systems used by the organisation			

2. Prepare the invitation to tender for the supply of resource and waste management activities	2.1 Agree with own team details of the services or goods required			
	2.2 Agree and record the criteria for the selection of contractors			
	2.3 Prepare the draft contract documentation which includes cancellation procedures to meet organisational policy and legal requirements			
	2.4 Review feedback from others and modify the contract tender documentation			
	2.5 Offer adequate protection and acceptable risk regarding default within the draft contract			
	2.6 Include successful performance and payment procedures in the draft contract criteria			
	2.7 Prepare tenders and circulate to potential suppliers			
	2.8 Provide additional information to potential suppliers as required			
3. Evaluate tender bids	3.1 Administer bids as required by legislation and organisational procedures			
	3.2 Evaluate bids against selection criteria			
	3.3 Consult with others and recommend which supplier should be offered the contract			
4. Place the contract for the supply of resource and waste management activities	4.1 Obtain authorisation for the contract before sending it to the supplier with a requirement for its receipt to be acknowledged			
	4.2 Make the contract offer			
	4.3 Resolve contract queries from the supplier			
	4.4 Make sure all contract documentation is complete and accurate			
	4.5 Communicate and distribute contract details to the correct people			

5. Use and communicate data and information that could affect the supply of goods or services	5.1 Follow operational and organisational procedures for communicating information to other people during contracting process			
	5.2 Maintain records on contracting process in accordance with organisational requirements			
	5.3 Check with correct personnel any circumstance where information appears to be incorrect during contracting process			
6. Manage problems that could affect the supply of goods or services	6.1 Manage day-to-day problems within the responsibility of the job role			
	6.2 Refer problems and conditions outside the responsibility of the job role using organisational procedures			

## SOM07: Generate and retain resource and waste management business

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the legislation, guidance and organisational requirements associated with generating resource and waste management business	1.1 Describe the organisation's objectives and priorities for the provision of resource and waste management services			
	1.2 Describe the specific legislative requirements and guidance applicable to the delivery of resource and waste management services			
	1.3 Describe how to use cost benefit analysis methods and techniques in relation to resource and waste management services			
2. Understand how to contribute to the generation of resource and waste management business	2.1 Describe how to identify customer needs in sufficient detail to develop proposals			
	2.2 Explain why it is important to identify customer needs			
	2.3 Describe how to develop reasoned business cases and negotiate with potential and actual customers			
	2.4 Describe how to ensure that relevant staff have the required skills to provide the service and how to address any skills gaps			
3. Understand how to contribute to the retention of resource and waste management business	3.1 Describe the organisational procedures for managing work activities on customer's sites			
	3.2 Describe how to build relationships with customers to meet and exceed their expectations			
	3.3 Explain why customer feedback is important and how to respond			



	3.4 Describe how to evaluate and use customer feedback to improve services			
	3.5 Explain why it is important to monitor the implementation of a service to a customer			
	3.6 Describe how to interpret process documentation and verify that the information is accurate and relates to the waste and materials handled when providing the service			
	3.7 Describe how to deal with problems which arise during the implementation of a service to a customer			
4. Understand how to use and communicate data when generating and retaining resource and waste management business	4.1 Summarise the principles and importance of handling information confidentiality			
	4.2 Describe how to gather and use qualitative and quantitative information to generate and retain business			
	4.3 Describe the problems which may occur when gathering information and how to overcome these			
	4.4 Describe how to record and store the information securely			
	4.5 Explain why it is important to check the information used is valid and how to do this			
5. Contribute to the generation of resource and waste management business	5.1 Maintain accurate and up-to-date information on the organisation's services			
	5.2 Carry out market research and industry networking to identify potential customers			
	5.3 Contact potential customers and establish their needs for resource and waste management services			
	5.4 Identify the different types of waste and materials that could be handled by the service			
	5.5 Identify the technical skills needed for the service			

	5.6 Develop proposals to meet customer needs and present them to customers in a way that gains their interest			
	5.7 Follow up enquiries for services and expressions of interest for proposals			
	5.8 Acquire orders from customers in response to proposals and initiate the service agreed			
6. Contribute to the retention of resource and waste management business	6.1 Determine the current operating costs within the organisation for the services provided			
	6.2 Determine the market value of recovered resource materials			
	6.3 Initiate customer's feedback systems for the services provided			
	6.4 Respond to negative customer feedback and initiate remedial action			
	6.5 Evaluate feedback for its importance and impact on operations			
	6.6 Make regular contact with customers to review their business needs			
7. Use and communicate information when generating and retaining resource and waste management business	7.1 Communicate information on the organisation's services which are consistent with the organisation's policy			
	7.2 Communicate the features and advantages of the available services to generate and retain business			
	7.3 Develop and present a reasoned case when providing advice			
	7.4 Communicate feedback to colleagues and organisational management			
	7.5 Maintain information systems and records for use in generating and retaining business and for quality control purposes			

	7.6 Notify the administration process of all new orders and supply full details for charging and accounting purposes			
8. Report problems which could affect the generation and retention of resource and waste management business	8.1 Report customer complaints of unsafe or unsatisfactory behaviour by organisational representatives when carrying out the service to the relevant person			
	8.2 Arrange for customers to be notified if operational problems affect the service delivery			
	8.3 Advise colleagues or managers of situations which need their intervention			
	8.4 Seek expert advice to resolve situations which are outside the responsibility of the job role			
	8.5 Identify any problems in achieving the proposal outcomes and make contingency arrangements for their resolution			
	8.6 Arrange for any substandard work to be remedied			

## SOM08: Monitor and maintain the quality of treatment processes

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the legislative and organisational requirements for monitoring and maintaining the quality of treatment processes	1.1 Describe the legislative requirements, regulations, codes of practice and guidance applicable to waste treatment operations on site			
	1.2 State the regulatory bodies relevant to waste treatment operations			
2. Understand the waste treatment process	2.1 Describe the waste treatment process			
	2.2 Describe the operating parameters for plant operation			
	2.3 Describe how outputs generated from the process are handled			
3. Understand how to monitor and maintain the quality of treatment processes	3.1 Explain how to identify monitoring points			
	3.2 Explain how to relate routine monitoring data to specified parameters			
	3.3 Describe the operational limits for quality and quantity of treated waste			
	3.4 Describe the action to take when the quality and quantity of treated waste does not meet specified limits			
	3.5 Describe monitoring procedures for waste treatment			
	3.6 Explain the implications of not achieving specified parameters			
	3.7 Explain how the senses are used to identify process anomalies			

	3.8 Explain the implications of deliberate adjustments			
	3.9 State who has responsibility for any corrective actions			
	3.10 Explain the importance of assessing any process plant changes			
	3.11 Explain the cost implications of operational actions			
4. Understand how to maintain data and information in relation to waste treatment operations	4.1 Explain the importance of: <ul style="list-style-type: none"> <li>• Checking information received for accuracy and validity</li> <li>• Storing information in the correct location</li> <li>• Supplying timely, accurate information in the required format</li> </ul>			
	4.2 Describe how to identify inaccurate information			
	4.3 Describe how to resolve technical misunderstandings			
5. Be able to monitor the waste being treated	5.1 Prioritise work and make use of available resources for optimum process performance			
	5.2 Carry out routine monitoring at the frequency specified in the plant procedures			
	5.3 Check the quality and quantity of the waste at key points			
	5.4 Take readings from instruments and compare against plant output requirements			
6. Be able to operate processes to maintain the quality of the waste being treated	6.1 Maintain process throughput within specified parameters			
	6.2 Adjust where required			
	6.3 Carry out first line maintenance to make sure the processing operations remain efficient			

	6.4 Dispose of by-products according to the specification			
	6.5 Follow safe working procedures			
7. Be able to use and communicate waste treatment data and information	7.1 Use records to check and compare monitoring data			
	7.2 Use data readings to confirm all waste leaving the plant conform to specification			
	7.3 Use performance monitoring data to make suggestions for optimisation			
	7.4 Record data and information to maintain plant records and audit trails			
8. Be able to resolve problems which arise from waste treatment	8.1 Act where the quality of materials does not meet the allowable tolerances			
	8.2 Act where by-products do not meet allowable tolerances			
	8.3 Resolve situations which are outside own responsibilities with the designated people			

## SOM09: Manage transfer and disposal from waste treatment and recovery operations

Level: 4		Evidence Type	Portfolio Ref No	Comments
Learning Outcome	Assessment Criteria			
1. Understand the specific regulatory requirements for the transfer of outputs and disposal of residues from waste treatment and recovery operations.	1.1. Describe the legislative requirements, regulations, codes of practice and guidance applicable to the transfer and transport of waste from the site.			
	1.2. Describe the documentation required for the transport of waste to comply with legislative requirements.			
	1.3. Describe the site procedures for the export of energy from the site, including any relevant legislative controls.			
	1.4. Describe the planning permission, permit requirements and environmental management system (EMS) for the site.			
	1.5. Describe the legislative requirements for the safe operation of machinery, plant and equipment.			
	1.6. Describe the quality inspection procedures, identification procedures and the handling requirements for the outputs from the site.			
2. Understand the organisational procedures for the transfer of outputs and disposal of residues from waste treatment and recovery operations.	2.1. Describe the organisational procedures for managing personnel and work activities.			
	2.2. Describe the organisational procedures for the management and storage of the outputs and residues on site.			
	2.3. Describe the organisational procedures for transport operations, supplying transport resources and their use.			

	2.4. Describe the organisational procedures for dealing with residues, out of specification recovered waste and any other rejects from the process.			
	2.5. Identify the storage and handling requirements for the recovered waste types produced on the site.			
	2.6. Identify the types, functions and limitations of waste handling equipment available for use on the site.			
	2.7. Describe the lifting and handling techniques that are suitable for the outputs and residues that are being transported from the site.			
3. Know how to identify risks and manage work-related hazards.	3.1. Identify hazards associated with transferring and transporting waste from the site in relation to: <ul style="list-style-type: none"> <li>health and safety</li> <li>environment</li> </ul>			
	3.2. Describe the control measures to reduce or eliminate risks to safety, health and the environment on the site.			
	3.3. Describe the organisational procedures for dealing with spillages and emissions.			
	3.4. State the types of personal protective equipment (PPE) required and how they must be used, maintained and stored.			
	3.5. Describe the legal and organisational requirements for recording and reporting risks to health, safety and the environment.			
4. Be able to implement management systems for waste treatment	4.1. Implement systems and procedures for the transfer and transport of outputs from the waste treatment or recovery operation.			



and recovery operations.	4.2. Implement systems and procedures for the disposal of residues from the waste treatment or recovery operation.			
	4.3. Implement systems and procedures for the safe transfer of outputs from the waste treatment or recovery operation.			
	4.4. Make arrangements for the supply of resources needed to carry out the loading, transport or transfer operations from the site.			
	4.5. Make arrangements for the safe loading of the outputs and residues from the waste treatment and recovery operation.			
	4.6. Apply management systems to ensure that all procedures and waste transfer and disposal processes are adhered to.			
5. Be able to manage information for the transfer of outputs and disposal of residues from waste treatment and recovery operations.	5.1. Ensure that transport documentation for all materials leaving the site is completed in order to comply with legislative requirements and organisational procedures.			
	5.2. Interpret process documentation and verify that the information is accurate and relates to the recovered wastes and residues.			
	5.3. Maintain records of all outputs and residues leaving the site in accordance with legislative requirements and organisational procedures.			
6. Be able to resolve problems which arise from the transfer of outputs and disposal of residues from waste treatment and recovery operations.	6.1. Take action to rectify any staff or transport shortages, equipment deficiencies or external causes that affect operations.			
	6.2. Implement and communicate procedures for dealing with spillages on site.			
	6.3. Seek specialist advice to resolve situations which are outside the responsibility of the job role.			

## SOM10: Manage transfer and disposal from waste transfer and recovery operations

Level: 4		Evidence Type	Portfolio Ref No	Comments
Learning Outcome	Assessment Criteria			
1. Understand the specific regulatory requirements for the transfer of outputs and disposal of residues from waste transfer and recovery operations	1.1. Describe the legislative requirements, regulations, codes of practice and guidance applicable to the transfer and transport of waste from the site.			
	1.2. Describe the documentation required for the transport of waste to comply with legislative requirements.			
	1.3. Describe the regulatory requirements for the export of energy from a site.			
	1.4. Describe the planning permission, permit requirements and environmental management system (EMS) for the site.			
	1.5. Describe the legislative requirements for the safe operation of machinery, plant and equipment.			
	1.6. Describe the quality inspection procedures, identification procedures and the handling requirements for the outputs from the site.			
2. Understand the organisational procedures for the transfer of outputs and disposal of residues from waste transfer and recovery operations	2.1. Describe the organisational procedures for managing personnel and work activities.			
	2.2. Describe the organisational procedures for the management and storage of the outputs and residues on site.			
	2.3. Describe the organisational procedures for transport operations, supplying transport resources and their use.			

	2.4. Describe the organisational procedures for dealing with residues, out of specification recovered waste and any other rejects from the process.			
	2.5. Identify the storage and handling requirements for the recovered waste types produced on the site.			
	2.6. Identify the types, functions and limitations of waste handling equipment available for use on the site.			
	2.7. Describe the lifting and handling techniques that are suitable for the outputs and residues that are being transported from the site.			
3. Know how to identify risks and manage work-related hazards	3.1. Identify hazards associated with transferring and transporting waste from the site in relation to: <ul style="list-style-type: none"> <li>health and safety</li> <li>environment</li> </ul>			
	3.2. Describe the control measures to reduce or eliminate risks to safety, health and the environment on the site.			
	3.3. Describe the organisational procedures for dealing with spillages and emissions.			
	3.4. State the types of personal protective equipment (PPE) required and how they must be used, maintained and stored.			
	3.5. Describe the legal and organisational requirements for recording and reporting risks to health, safety and the environment.			
4. Be able to implement management systems	4.1. Implement systems and procedures for the transfer and transport of outputs from the waste transfer or recovery operation.			

for waste transfer and recovery operations	4.2. Implement systems and procedures for the disposal of residues from the waste transfer or recovery operation.			
	4.3. Implement systems and procedures for the safe transfer of outputs from the waste transfer or recovery operation.			
	4.4. Make arrangements for the supply of resources needed to carry out the loading, transport or transfer operations from the site.			
	4.5. Make arrangements for the safe loading of the outputs and residues from the waste transfer and recovery operation.			
	4.6. Apply management systems to ensure that all procedures and waste transfer and disposal processes are adhered to.			
5. Be able to manage information for the transfer of outputs and disposal of residues from waste transfer and recovery operations	5.1. Ensure that transport documentation for all materials leaving the site is completed in order to comply with legislative requirements and organisational procedures.			
	5.2. Interpret process documentation and verify that the information is accurate and relates to the recovered wastes and residues.			
	5.3. Maintain records of all outputs and residues leaving the site in accordance with legislative requirements and organisational procedures.			
6. Be able to resolve problems which arise from the transfer of outputs and disposal of residues from waste transfer and recovery operations	6.1. Take action to rectify any staff or transport shortages, equipment deficiencies or external causes that affect operations.			
	6.2. Implement and communicate procedures for dealing with spillages on site.			
	6.3. Seek specialist advice to resolve situations which are outside the responsibility of the job role.			

## SOM11: Manage assets and the maintenance strategy in a resource and waste management workplace

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the organisation's policies and procedures for managing assets	1.1 Describe the organisation's business objectives and priorities			
	1.2 Outline the organisation's portfolio of property, facilities and other assets relevant to the delivery of facilities management services			
	1.3 Describe the organisation's procedures for recording and reporting the outcomes of monitoring activities			
2. Understand how to manage assets	2.1 Explain why it is important to maintain an up-to-date inventory of assets and components			
	2.2 Evaluate the process used to develop and update the maintenance strategy			
	2.3 Explain the procedure for developing an inspection schedule			
	2.4 Describe what an inspection schedule should contain			
	2.5 Outline the key responsibilities for implementing maintenance schedules			
	2.6 State the risks associated with the schedule and their potential impact on business continuity			
	2.7 Explain the importance of documenting risks in the organisation's continuity plan			

3. Understand how to monitor and control assets	3.1 Explain the approved methods for collecting the information required for monitoring activities			
	3.2 Explain how information gathered from monitoring activities is used to monitor and analyse key performance indicators			
	3.3 Describe the corrective actions that could be taken to improve performance against key performance indicators			
	3.4 Explain the impact that failures in the key performance indicator system could have on the cost implications and payment mechanisms of a contract			
4. Understand how asset lifecycle impacts works and maintenance	4.1 Explain the term 'asset lifecycle'			
	4.2 Explain how to calculate lifecycle costs			
	4.3 Describe the importance of considering lifecycle costs when overseeing works and maintenance			
	4.4 State the available controls to manage costs to obtain best value			
5. Be able to develop a maintenance strategy	5.1 Develop a maintenance strategy that incorporates the following: <ul style="list-style-type: none"> <li>• Planning</li> <li>• Recording</li> <li>• Monitoring</li> <li>• Auditing</li> <li>• Tracking</li> <li>• Controlling facility maintenance</li> </ul>			
	5.2 Agree the maintenance strategy with stakeholders			

	5.3 Ensure systems are in place for identifying and managing different maintenance schedules			
	5.4 Identify and document risks and priorities in the organisational continuity plan			
6. Be able to implement a planned maintenance programme	6.1 Implement the maintenance programme, communicating it to all stakeholders			
	6.2 Make sure that regular inspections are carried out according to maintenance schedules			
	6.3 Monitor key performance indicators using the findings from inspections			
	6.4 Seek to identify areas for improvement in maintenance schedules			
	6.5 Record monitoring outcomes in agreed format and report to responsible person			
7. Be able to control maintenance works	7.1 Control maintenance works and projects with the aim of meeting key performance indicators			
	7.2 Control costs to achieve best value in asset management			

## SOM12: Managing finance in a resource and waste management workplace

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand the legal and organisational requirements for financial planning and management in a resource and waste management environment	1.1 Describe the legal requirements, industry regulations, organisational policies and professional codes relating to financial planning and management			
	1.2 Explain the vision, objectives and plans of the organisation, and how they relate to financial planning and management			
	1.3 Describe the specialist financial expertise currently used by your organisation and other potential sources of expertise			
	1.4 Explain where ethical concerns exist.			
2. Understand the sources of finance available in a resource and waste management environment	2.1 Describe the different types and providers of finance used by the organisation			
	2.2 Explain potential types and providers of finance and their associated costs, benefits and risks			
	2.3 Describe what grants are available to enhance financial planning			
	2.4 Describe the funding criteria that must be met when applying for grants			
3. Understand the process for arranging additional finance in a resource and waste management environment	3.1 Explain how to evaluate information to identify an organisation's requirement for additional finance			
	3.2 Explain why it is important to submit clear proposals, bids and applications to potential providers of finance			



	3.3 Describe the type and scope of formal agreements that should be put in place with providers of finance			
	3.4 Explain the changes that might need to be made to agreements for additional finance			
	3.5 Describe the process for submitting proposals, bids and applications for finance			
	3.6 Interpret formal agreements with providers of additional finance to the organisation			
	3.7 Differentiate between the types of contingency plans that need to be put in place in relation to obtaining additional finance			
	3.8 Explain the systems in place for monitoring the effectiveness of the agreements for additional finance and identifying changes to agreements and improvements for the future.			
4. Be able to contribute to the organisations financial planning and management	4.1 Evaluate historic data and information to inform future financial funding needs			
	4.2 Manage the expectations, needs and interests of stakeholders			
	4.3 Identify and act on consequences of changes in the organisation's financial status, plans and forecasts			
	4.4 Act within the limits of your authority			
	4.5 Work with people and organisations that provide support			
	4.6 Identify potential risks			
	4.7 Act when plans and circumstances change to adjust plans and activities accordingly			
5. Be able to obtain additional finance in the	5.1 Consult with the organisation and stakeholders on proposals and recommendations for obtaining additional finance			

resource and waste management sector	5.2 Estimate the full cost of obtaining finance from providers			
	5.3 Monitor and assess the ongoing effectiveness of financial agreements			
	5.4 Evaluate the costs, benefits and risks of different types and providers of finance			
	5.5 Ensure the views and expectations of stakeholders are considered when obtaining finance			

## SOM13: Manage and plan an operational area within an organisation

Level: 5		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to identify workforce requirements in an operational area	1.1 Identify specialist expertise that may be useful in workforce planning			
	1.2 Analyse key operational issues that are likely to impact on workforce requirements			
	1.3 Review an organisation's operational objectives and plans to inform workforce planning			
2. Be able to review the current workforce of an operational area	2.1 Identify and assess any gaps between the current workforce capacity and future workforce requirements			
3. Be able to plan the workforce requirements of an operational area	3.1 Develop and implement a plan, with input and agreement from recruitment specialists, that satisfies the organisation's long, medium and short-term operational workforce requirements			
	3.2 Ensure that resources needed to recruit, keep and redeploy people are made available			
4. Be able to communicate workforce plans in an operational area	4.1 Communicate workforce plans to relevant individuals			

## WM91: Manage site biosecurity and personal hygiene

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand requirements for site biosecurity and hygiene	1.1 Explain the importance of site biosecurity			
	1.2 Describe the hygiene requirements for people and vehicles entering and leaving the site			
	1.3 Detail the methods used for cleaning and disinfecting the site			
	1.4 Explain the methods used for chemical use on site, to include: <ul style="list-style-type: none"> <li>• Safe handling</li> <li>• Use of chemicals</li> <li>• Storage</li> <li>• Record Keeping</li> </ul>			
	1.5 Identify warning signs used on site and explain their usage			
	1.6 Explain how to identify signs of rodent, pest infestation and other contamination			
	1.7 Detail the records required by the organisation for site biosecurity			
	1.8 Explain the organisational requirements for site personal hygiene			
	1.9 Explain why it is important to follow organisational requirements for site personal hygiene and the possible consequences of not following them			
	1.10 Describe how contamination and cross contamination could occur			

	1.11 Explain the possible consequences for human health of contamination and cross contamination			
2. Be able to implement site biosecurity and personal hygiene measures	2.1 Assess the effectiveness of hygiene procedures and measures			
	2.2 Implement cleaning and hygiene procedures and measures			
	2.3 Assess the effectiveness of procedures to manage the safe storage of chemicals			
	2.4 Implement procedures for the cleaning and safe storage of equipment			
	2.5 Assess the effectiveness of procedures to manage the provision of suitable on site warning signs where required			
	2.6 Implement procedures to manage the provision of suitable on-site warning signs			
	2.7 Implement measures to control infestation and contamination			
3. Be able to manage site biosecurity and personal hygiene measures	3.1 Make sure that procedures comprising aspects of hygiene, cleaning and storage of chemicals and equipment meet legal and organisational requirements			
	3.2 Make sure that cleaning equipment is selected and used in accordance with organisational requirements			
	3.3 Monitor the safe use of chemicals			
	3.4 Make sure site personnel follow hygiene procedures when entering and leaving the site			
	3.5 Make sure equipment is clean and stored safely when not in use			
	3.6 Make sure warning signs are used when required			

	3.7 Resolve instances of infestation and contamination in line with organisational procedures			
	3.8 Make sure working methods comply with organisational health and safety requirements			
	3.9 Record and report all concerns regarding hygiene			

## Appendix 1: Qualification Structure

Learners must complete a total of 8 units to achieve the qualification. Learners must complete all six mandatory units. Learners must then complete two units from the optional group.

### Mandatory Group

Ofqual Code	Title	Level	CIWM Unit Code
A/508/0756	Maintain health and safety in the waste and resource management industry	4	OCS01
F/508/0757	Manage the environmental impact of work activities	4	OCS02
L/508/0759	Provide leadership and management in the workplace	4	OCS04
T/508/0884	Procedural compliance	4	OCS09
K/651/8525	Work productively with colleagues and stakeholders	5	SOM01
L/651/8526	Support learning and development within own area of responsibility	4	SOM02

### Optional Group

Ofqual Code	Title	Level	CIWM Unit Code
M/651/8527	Plan, allocate and monitor work in own area of responsibility	4	SOM03
T/651/8529	Manage a budget for own area or activity of work	5	SOM04

K/508/0882	Identify and implement improvements to waste management operations	4	OCS07
M/508/0883	Control maintenance and other engineering operations	4	OCS08
A/508/0885	Manage and maintain systems for responding to emergencies	4	OCS10
J/508/0985	Manage transfer and disposal from biological treatment operations	4	OCS60
Y/508/0974	Manage an inspection visit at your site from regulatory bodies	4	OCS65
D/651/8530	Recruit people for your resource and waste management business	3	SOM05
H/651/8532	Award contracts for the supply of resource and waste management activities	4	SOM06
J/651/8533	Generate and retain waste and resource management business	3	SOM07
K/651/8534	Monitor and maintain the quality of treatment processes	4	SOM08
L/651/8535	Manage transfer and disposal from waste treatment and recovery operations	4	SOM09
M/651/8536	Manage transfer and disposal from waste transfer and recovery operations	4	SOM10
R/651/8537	Manage assets and the maintenance strategy in a resource and waste management workplace	4	SOM11
T/651/8538	Managing finance in a resource and waste management workplace	4	SOM12
F/651/8531	Manage and plan an operational area within an organisation	5	SOM13
L/504/7308	Manage site biosecurity and personal hygiene	3	WM91





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