



CIWM

Qualifications

Version 2, March 2026

Qualification Code: 501/1855/9

CIWM Code: SWMO2

Maximum Guided Learning Hours: 57

Total Qualification Time: 132

CIWM (WAMITAB) Level 2 Certificate for Sustainable Waste Management Operative

Together, we stand for
a world beyond waste

About CIWM and this Handbook

About CIWM

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

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

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

Equal Opportunities

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

The Purpose of this Qualification Handbook

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

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

Candidate Information

Name

CIWM Learner Number

Registration Date

Enrolment Date

Centre Name

Centre Address

Centre Contact

Tutor Name

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Frequently Asked Questions

What is a regulated qualification?

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

What is the objective of this qualification?

This qualification is open entry. This means that learners interested in undertaking the WAMITAB Level 2 Certificate for Sustainable Waste Management Operative 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'.

Who is it for?

- New entrants to the industry
- Apprentices
- Experienced workers that want evidence of their skills

What are the entry requirements of this qualification?

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

What job role could this qualification lead to or support?

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

- Waste/ recycling operative
- Transfer station operative
- Household waste recycling operative
- Manual/mechanical street cleaner
- Compost operative
- Waste/ recycling collection driver

People already working in relevant roles could be employed by local authorities, waste management companies or third sector (not-for-profit) organisations. This qualification will support the sector to overcome significant skills gaps as nearly one in five members of the workforce (18%) has no qualifications (UKCES, 2012).

What do I need to achieve?

To achieve this, qualification you must complete 10 units in total. You will need to complete all of the units in Group A (the mandatory group), one unit from Group B. and any three units from the remaining Groups ensuring that at least one of the Units is at Level 2. If you choose to take units from groups C, D and/or E must ensure that they choose a maximum of one unit from each of these groups.

Mandatory Units

- Work with others to improve customer service – ICSD8
- Conforming to productive working practices in the workplace – CS642
- Maintain a healthy and safe working environment for waste management activities – WO1
- Working with other people – WO2

- Contribute to the sustainability, maintenance and preservation of the environment – WO29
- Comply with emergency procedures on waste management activities – WO3

Optional Units (Group B)

- Set objectives and provide support for team members – MSCB5
- Plan, allocate and monitor work of a team – MSCD5
- Operate the Weighbridge – WB4Q
- Process received waste – WO19
- Manual collection of waste – WO4
- Transportation of waste – WO9

Optional Units (Group C)

- Unloading a hazardous waste transport vehicle – WO6a
- Unloading a non-hazardous waste transport vehicle – WO6b
- Unloading an inert waste transport vehicle – WO6c

Optional Units (Group D)

- Loading a waste transport vehicle – WO5
- Loading a Hazardous Waste Transport Vehicle – WO5a
- Loading a Non-Hazardous Waste Transport Vehicle – WO5b
- Loading an Inert Waste Transport Vehicle – WO5c

Optional Units (Group E)

- Maintain the security of waste management facilities – WO13
- Conduct environmental monitoring on a waste management facility – WO23

Optional Units (Group F)

- Support customer service improvements – C&G017
- Manage the traffic office – LOG9
- Manage own professional development within an organisation – MSCA2
- Participate in meetings – MSCD12

- Support learning and development within own area of responsibility – MSCD7
- Resolve customer service problems – ICSC3
- Conform to General Workplace Environmental Requirements – WB3Q
- Direct Vehicle Movements on Site – WB8Q
- Organise the transportation of loads in a waste environment – WM53
- Contribute to the provision of customer service in a waste environment – WM67
- Validation of waste – WO10
- Acceptance of waste – WO11
- Support safety around waste collection vehicles – WO14a
- General duties on waste facilities - WO16
- Direct waste delivery crews on a waste management facility – WO17
- Store waste and operating materials within a waste management facility – WO18
- Dispatch stored and received waste – WO20
- Revise planned waste transport operations – WO21
- Control and carry out landfill operations – WO22
- Clean and adjust small plant and equipment – WO24
- Oversee waste process operations – WO25
- Maintain the condition of waste process equipment – WO26
- Exchange responsibility for control of waste processing operations – WO27
- Mechanically handle waste – WO28
- Contribute to maintaining sustainable development and environmental good practice at work – WO33
- Manual handling, lifting and moving of loads in a waste environment – WO38
- Control the risk from vehicle and plant movements on waste management facilities – WO7
- Operate equipment to install, remove and replace containers for waste – WO8

- Transportation of waste – WO9

What is a unit?

The units of a qualification describe what you must be able to do and understand to perform work activities competently in your job role.

- Learning outcomes: describe what tasks you will be able to do as a result of learning.
- Assessment criteria: describe what activities you will need to do and what you must know to complete each task.

What is a CIWM (WAMITAB) Qualifications Centre?

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

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

How long will it take?

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

Who will help me achieve my qualification?

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

Your Assessor

The assessor is the person you will have the most contact with as you work towards your qualification. They will:

- Help you identify any training you need
- Help you plan your workload and organise your evidence
- Observe you carrying out your job in the workplace over a period of time
- Ask questions about the work you do
- Make decisions about your evidence
- Judge when you are competent
- Provide feedback

Internal Quality Assurer

The internal quality assurer maintains the quality of assessment within the centre.

External Quality Assurer

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

What are my responsibilities as a learner?

You will need to:

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

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

1. **Planning:** your assessor will tell you about the mandatory units of the qualification and will help you to select relevant optional units.

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

What are the evidence requirements for this qualification?

The primary sources of evidence for this qualification are:

- **Observation (O):** direct observation or witness testimony where direct observation is not possible. Where this evidence type has been suggested against Assessment Criteria which require the candidate to explain or describe, the assessor must hear or observe

the explanation/description (directly or being delivered to others) or see it in writing. The assessor must not infer that the candidate can explain/describe based purely on observation.

- **Question and Answer (Q/A):** candidate statements, verbal questioning, professional discussion, written questions, product evidence supported by questioning
- **Simulation / Realistic working environment (S/R):** should be used as a last resort where allowed. Please see the Energy and Utility Skills Assessment Strategy for further information.

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

- Your tutor/assessor
- Your qualification workbook
- CIWM

Useful Words

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

Unit Terms

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

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

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

SECTION 1 – Mandatory Unit Group

ICSD8: Work with others to improve customer service

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. improve customer service by working with others	1.1 contribute constructive ideas for improving customer service			
	1.2 identify what they have to do to improve customer service and confirm this with others			
	1.3 agree with others what they have to do to improve customer service			
	1.4 co-operate with others to improve customer service			
	1.5 keep their commitments made to others			
	1.6 make others aware of anything that may affect plans to improve customer service			
2. monitor their own performance when improving customer service	2.1 discuss with others how what they do affects customer service performance			
	2.2 identify how the way they work with others contributes towards improving customer service			
3. monitor team performance when improving customer service	3.1 discuss with others how teamwork affects customer service performance			
	3.2 work with others to collect information on team customer service performance			
	3.3 identify with others how customer service teamwork could be improved			
	3.4 take action with others to improve customer service performance			
4. understand how to work with others to improve customer service	4.1 describe who else is involved either directly or indirectly in the delivery of customer service			
	4.2 describe the roles and responsibilities of others in their organisation			
	4.3 describe the roles of others outside their organisation who have an impact on their services or products			
	4.4 evaluate what the goals or targets of their organisation are in relation to customer service and how these are set			

	4.5 evaluate how their organisation identifies improvements in customer service			
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CS642: Conforming to productive working practices in the workplace

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Communicate with others to establish productive work practices	1.1 Communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively			
	1.2 Describe the different methods of communicating with line management, colleagues and customers			
	1.3 Describe how to use different methods of communication to ensure that the work carried out is productive			
2. Follow organisational procedures to plan the sequence of work	2.1 Interpret relevant information from organisational procedures in order to plan the sequence of work			
	2.2 Plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively			
	2.3 Describe how organisational procedures are applied to ensure work is planned and carried out productively, in relation to: <ul style="list-style-type: none"> • using resources for own and other's work requirements • allocating appropriate work to employees • organising the work sequence • reducing carbon emissions 			
	2.4 Describe how to contribute to zero/low carbon work outcomes within the built environment			
3. Maintain relevant records in accordance with the organisational procedures	3.1 Complete relevant documentation according to the occupation as required by the organisation			
	3.2 Describe how to complete and maintain documentation in accordance with organisational procedures, in relation to: <ul style="list-style-type: none"> • job cards • worksheets • material/resource lists • time sheets 			

	3.3 Explain the reasons for ensuring documentation is completed clearly and within given timescales			
4. Maintain good working relationships when conforming to productive working practices	4.1 Carry out work productively, to the agreed specification, in conjunction with line management, colleagues, customers and/or other relevant people involved in the work to maintain good working relationships			
	4.2 Apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others			
	4.3 Describe how to maintain good working relationships, in relation to: <ul style="list-style-type: none"> • individuals • customer and operative • operative and line management • own and other occupations 			
	4.4 Describe why it is important to work effectively with line management, colleagues and customers			
	4.5 Describe how working relationships could have an effect on productive working			
	4.6 Describe how to apply principles of equality and diversity when communicating and working with others			

WO1: Maintain a healthy and safe working environment for waste management activities

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Maintain personal hygiene	1.1 Maintain personal standards of hygiene in accordance with organisational requirements.			
	1.2 Select and use the designated personal protective equipment (PPE) in accordance with operational procedures and legislation.			
	1.3 Use approved safe working and hygiene methods and techniques when carrying out work activities.			
	1.4 Check work areas are kept clean and tidy and contribute to maintaining them in a suitable condition.			
2. Comply with safety procedures at the work site	2.1 Follow safe working procedures and practices in accordance with organisational requirements.			
	2.2 Carry out work routines in accordance with organisational procedures.			
	2.3 Check risk assessments are in place for all aspects of own work, prior to commencing operations, and ensure their requirements are complied with.			
	2.4 Keep to specified walkways in the work place.			
	2.5 Give warnings to people who might be at risk from hazardous conditions.			
	2.6 Comply with the organisation's requirements for lone working situations.			
3. Use and communicate data and information in line with operational procedures	3.1 Report unsafe materials, plant and equipment.			
	3.2 Report unsafe locations to the designated person.			
	3.3 Report unsafe operating conditions in the work environment.			
	3.4 Report hazards which have the potential to be risks.			
	3.5 Report emergencies promptly.			

4. Resolve problems which could affect health and safety	4.1 Deal with unsafe behaviour in accordance with responsibilities of the job role and workplace procedures.			
	4.2 Take steps to deal with conditions that are hazardous to people.			
	4.3 Report problems within own area of responsibility in accordance with operational procedures.			
	4.4 Refer – to the designated person - health and safety issues that fall outside the responsibility of the job role.			
	4.5 Resolve problems within the limits of own responsibility			
5. Understand the regulations, procedures and requirements for maintaining a healthy and safe working environment for waste management activities	5.1 Describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately details of operational procedures and documentation.			
	5.4 Describe appropriately operational procedures and why it is important to comply with them.			
	5.5 Determine how to identify work-related hazards and risks.			
	5.6 Determine how to deal constructively with colleagues and other people and resolve disagreements.			
	5.7 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.8 Determine the limits of the job responsibility when communicating with others.			
	5.9 Describe appropriately the organisational requirements for personal hygiene.			
	5.10 Describe appropriately the importance of good housekeeping.			
	5.11 Describe appropriately Risk Assessments in the work place.			
	5.12 Describe appropriately the organisational requirements for reporting risks, hazards and dangerous incidents.			
	5.13 Determine the differences between a hazard and a risk.			

	5.14 Determine the importance of identifying hazards and how to minimise them.			
	5.15 Determine the importance of warning others about risks and ways to do it.			
	5.16 Determine the different types of plant equipment and potential risks from it.			
	5.17 Determine hazard warning signs and their purposes.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Take responsibility for resolving problems in their work area.			

WO2: Working with other people

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Agree individual work activities when working with others	1.1 Agree the division of work with others before beginning work.			
	1.2 Plan the best way to carry out the work to performance requirements.			
	1.3 Confirm the working methods that will be used to comply with operational requirements.			
2. Complete work activities with others	2.1 Carry out and complete work activities within performance requirements.			
	2.2 Check with other people for any difficulties which arise from carrying out the work.			
	2.3 Prevent disagreements between people from disrupting work.			
3. Use and communicate data and information	3.1 Complete work documentation in accordance with operational requirements.			
	3.2 Provide colleagues with information to enable them to undertake work in accordance with operational requirements.			
	3.3 Obtain, and communicate to colleagues, information that is needed to enable tasks to be undertaken effectively and safely.			
4. Resolve problems which could affect working with others	4.1 Notify the designated person when work is likely to be completed later than a pre-agreed schedule.			
	4.2 Report instances of unsafe or disruptive behaviour in accordance with operational procedures.			
	4.3 Report problems arising within own area of responsibility to the designated person.			
	4.4 Notify matters outside the responsibility of the job role to the designated person.			
	4.5 Resolve problems within own area of responsibility			
	5.1 Determine how to identify work-related hazards and risks.			

5. Understand the regulations, procedures and requirements for working with other people	5.2 Determine how to deal constructively with colleagues and other people and resolve disagreements.			
	5.3 Determine the impact on self and others of not wearing appropriate Personal Protective Equipment (PPE)			
	5.4 Determine how to develop productive working relationships with colleagues.			
	5.5 Determine the nature of other people's work.			
	5.6 Determine how each person's work affects each other.			
	5.7 Determine how to resolve misunderstandings.			
	5.8 Determine how to make helpful contributions to work-related meetings and discussions.			
	5.9 Determine how to recognise difficulties in own work.			
	5.10 Determine different styles of working.			
	6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.		
6.2 Be receptive to new ways of working				

WO29: Contribute to the sustainability, maintenance and preservation of the environment

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Operate and look after equipment and materials so as to reduce environmental damage	1.1 Operate and look after equipment and materials so as to reduce environmental damage: <ul style="list-style-type: none"> • Recyclable materials. • Static and mobile plant. • Pollution. • Physical disturbance. 			
	1.2 Make sure work is carried out in accordance with approved procedures and practices: Health, Safety and Environmental related to: <ul style="list-style-type: none"> • The individual and others. • The organisation. • Regulatory and statutory requirements. • Relevant company policies. • Risk assessment. 			
	1.3 Recognise any likely or actual environmental damage and take the appropriate action: <ul style="list-style-type: none"> • Pollution. • Physical. 			
	1.4 Recognise Health, Safety and Environmental incidents related to: <ul style="list-style-type: none"> • The individual and others. • The organisation. • Regulatory and statutory requirements. • Relevant company policies. • Risk assessment. 			

	1.5 Carry out work in a manner which minimises environmental damage: <ul style="list-style-type: none"> • Pollution. • Physical disturbance. 			
2. Understand operational processes to recommend improvements to maintain environmental good practice	2.1 Describe the operational processes to maintain environmental good practice			
3. Understand how to contribute to the sustainability, maintenance and preservation of the environment	3.1 Describe ways in which tools and materials should be used in order to minimise environmental damage.			
	3.2 Describe the consequences of pollution.			
	3.3 Describe how to recognise wastage of energy, equipment and materials.			
	3.4 Describe working methods that will minimise pollution and waste of resources.			
	3.5 Describe types of damage which may occur, the impact these can have on the environment and the corrective actions to be taken.			
	3.6 Describe Methods of waste disposal which will minimise the risk to the environment.			

WO3: Comply with emergency procedures on waste management activities

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Respond to emergency situations involving accidents to people	1.1 Raise the alarm in accordance with workplace procedures for accidents to people.			
	1.2 Alert other workers and managers promptly when someone is involved in an accident.			
	1.3 Contact the designated first-aider(s) and request first aid treatment as quickly as possible.			
	1.4 Give any injured people comfort and reassurance.			
2. Respond to emergency situations involving accidents on the work site	2.1 Raise the alarm using mechanical or electronic means on discovering an emergency.			
	2.2 Notify the designated personnel promptly when there is a major service failure.			
	2.3 Alert people promptly to emergencies which arise on their work site.			
	2.4 Take steps to ensure the emergency services are called in accordance with workplace procedures.			
	2.5 Notify designated personnel promptly if they encounter any suspicious situations that may cause an emergency.			
3. Minimise the effect of an emergency	3.1 Check that their actions taken during an emergency reflect the seriousness of the situation but do not cause panic to other people.			
	3.2 Take action to minimise any environmental damage that may occur through spillage or release of hazardous substances in accordance with workplace procedures.			
	3.3 Use emergency first aid equipment and other emergency equipment in accordance with workplace procedures.			
	3.4 Ensure their response to emergencies minimises the risk to their and others' personal safety and minimises damage to equipment and resources.			
	4.1 Notify the designated person promptly when raising an alarm.			

4. Use and communicate data and information	4.2 Report unsafe equipment and hazardous locations that have the potential to cause an accident.			
	4.3 Report situations which emerge from visual inspections or monitoring data which have the potential to pose risks to people.			
	4.4 Report high risk hazards which are outside the responsibility of their job role to the designated personnel.			
	4.5 Record the details of an accident they witness or in which they are involved in accordance with organisational procedures.			
5. Report problems that could affect compliance with emergency procedures	5.1 Deal with unsafe behaviour in accordance with responsibilities of their job role and workplace procedures.			
	5.2 Report day-to-day problems within their own area of responsibility.			
	5.3 Refer matters outside the responsibility of their job role to designated personnel.			
	5.4 Resolve problems within the limits of own responsibility			
6. Understand the regulations, procedures and requirements for complying with emergency procedures on waste management activities	6.1 Describe appropriately emergency operational procedures and why it is important to comply with them.			
	6.2 Determine the potential hazards associated with different wastes.			
	6.3 Determine how to identify work-related hazards and risks.			
	6.4 Describe appropriately the procedures for extinguishing, containing and dispersing fires.			
	6.5 Describe appropriately the organisational procedures for reporting accidents, incidents and dangerous occurrences.			
	6.6 Explain what constitutes an emergency situation.			
	6.7 Explain the importance of raising an alarm and the methods available for doing so.			
	6.8 Explain the importance of contacting an individual trained in first aid.			
	6.9 Describe appropriately how to call the emergency services.			
	6.10 Describe appropriately how to offer reassurance to individuals affected by the emergency.			
	7.1 Recognise and act when others need support.			

7. Work in a manner which underpins effective performance	7.2 Be receptive to new ways of working.			
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SECTION 2 – Optional Unit Group B

MSCB5: Set objectives and provide support for team members

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to communicate a team's purpose and objectives to the team members.	1.1 Describe the purpose of a team.			
	1.2 Set team objectives with its members which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound).			
	1.3 Communicate the team's purpose and objectives to its members			
2. Be able to develop a plan with team members showing how team objectives will be met.	2.1 Discuss with team members how team objectives will be met.			
	2.2 Ensure team members participate in the planning process and think creatively.			
	2.3 Develop plans to meet team objectives.			
	2.4 Set SMART personal work objectives with team members.			
3. Be able to support team members identifying opportunities and providing support.	3.1 Identify opportunities and difficulties faced by team members.			
	3.2 Discuss identified opportunities and difficulties with team members.			
	3.3 Provide advice and support to team members to overcome identified difficulties and challenges.			
	3.4 Provide advice and support to team members to make the most of identified opportunities.			
4. Be able to monitor and evaluate progress and recognise individual and team achievement.	4.1 Monitor and evaluate individual and team activities and progress.			
	4.2 Provide recognition when individual and team objectives have been achieved.			

MSCD5: Plan, allocate and monitor work of a team

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

WB4Q: Operate the Weighbridge

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Carry out prestart checks on the weighbridge	1.1 Demonstrate procedure for setting up and carrying out prestart checks on the weighbridge			
	1.2 Confirm that all equipment and resources required are available			
	1.3 Identify hazards associated with the weighbridge activity			
	1.4 Describe the weighbridge and ancillary equipment operation and its limitations			
	1.5 Explain the importance of carrying out organisational prestart procedures correctly			
	1.6 Describe the organisational procedures in the event of: <ul style="list-style-type: none"> • Identification of a hazard • Accidents and incidents • Weighbridge and ancillary equipment damage/faults/failure • Weighbridge calibration/testing • Maintenance • Contingency plans should weighbridge be out of use • A vehicle not meeting requirements for the load or for entering/leaving the site 			
	1.7 Demonstrate appropriate action in the event of: <ul style="list-style-type: none"> • Weighbridge faults • Identified hazards • Confirming work requirements • Accidents or incidents 			
2. Operate the weighbridge	2.1 Demonstrate safe operation of weighbridge			
	2.2 Demonstrate monitoring of performance of weighbridge (and any ancillary equipment)			
	2.3 Demonstrate identification of vehicles and loads			
	2.4 Explain the different forms of communication in use			

	2.5 Communicate, giving correct information, at the appropriate time, in the prescribed method to: <ul style="list-style-type: none"> • Vehicle operators • Supervision 			
	2.6 Ensure records are completed according to organisational requirements			
	2.7 Describe the range of materials entering and leaving the site			
	2.8 Describe the hazards associated with the weighbridge operation			
	2.9 Describe the types of faults that can occur on the weighbridge and ancillary equipment			
	2.10 Explain the implications of weighbridge faults			
	2.11 Describe the organisational procedures for weighbridge activity recording and reporting			
	2.12 Explain the importance of data protection, and security of information			
	2.13 Explain the acceptable conditions for vehicles entering and leaving the site, and why these must be maintained			
3. Shut down and secure the weighbridge	3.1 Demonstrate procedure to be followed when work is concluded			
	3.2 Explain the importance of carrying out organisational shut down and security procedures correctly			

WO19: Process received waste

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

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

	4.16 Determine how to deal with accidents and emergencies resulting from spillages and contamination.			
	4.17 Determine how to deal with personal injury and accidents to other people.			
	4.18 Determine how to prevent processed waste becoming contaminated before it is dispatched.			
5. Work in a manner which underpins effective performance	5.1 Recognise and act when others need support.			
	5.2 Be receptive to new ways of working.			

WO4: Manual collection of waste

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Collect waste	1.1 Leave the designated collection area clean and safe.			
	1.2 Use Personal Protective Equipment (PPE) in accordance with organisational procedures.			
	1.3 Follow all health and safety and work procedures and instructions throughout the collection process.			
	1.4 Make sure there is safe access to the waste to be collected.			
	1.5 Collect Waste, using manual and mechanical handling techniques, in a manner which avoids the risk of injury to self and others.			
	1.6 Reject waste and deal with non-conforming waste in accordance with organisational procedures.			
	1.7 Check and confirm containers contain the correct classification of waste.			
	1.8 Use the proper manual handling techniques for the different types of containers.			
2. Operate equipment	2.1 Follow organisational and manufacturer's procedures to operate machinery and equipment safely.			
	2.2 Report faults and defects as soon as possible in line with operational procedures.			
	2.3 Work in a manner which reduces the risk of injury and disease to self and others, and avoids risk of harm to self, others and the environment.			
	2.4 Operate equipment in a safe and efficient manner in accordance with risk assessment and equipment operating procedures.			
3. Use and communicate information	3.1 Give and request information to and from designated person.			
	3.2 Check the collection documentation is accurate and complete.			

4. Resolve problems arising from collecting waste	4.1 Report promptly any circumstances which affect the collection of the waste, in accordance with operational procedures.			
	4.2 Report any damage which results from the collection process, in accordance with operational procedures.			
	4.3 Resolve problems within limits of their own responsibility.			
	4.4 Report problems outside of own responsibility that occur when manually collecting waste			
5. Understand the regulations, procedures and requirements for manual collection of waste	5.1 Describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately details of operational procedures and documentation.			
	5.4 Describe appropriately operational procedures and why it is important to comply with them when collecting waste manually.			
	5.5 Determine how to identify work-related hazards and risks when collecting waste.			
	5.6 Describe how to use personal protective equipment (PPE) in line with operational procedures for manual waste collection.			
	5.7 Describe appropriately, waste collection processes relevant to the organisation.			
	5.8 Describe appropriately the safe working areas and hazards associated with loading waste.			
	5.9 Describe appropriately the characteristics of different types of collection receptacle and how to handle them.			
	5.10 Describe appropriately the reasons for rejecting waste.			
	5.11 Describe appropriately information required for the completion of organisational documentation.			
	5.12 Determine how to deal with non-conforming waste.			
	5.13 Determine how to avoid the risk of injury and disease during waste collection activities.			
	5.14 Determine how to minimise the risk of harm to oneself and the environment.			
	5.15 Determine how to deal with hazardous waste.			
	6.1 Recognise and act when others need support.			



6. Work in a manner which underpins effective performance	6.2 Be receptive to new ways of working.			
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WO9: Transportation of Waste

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

	4.4 Report situations which are outside the job role responsibilities in line with operational procedures.			
	4.5 Resolve problems to improve vehicle performance.			
	4.6 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for transportation of waste	5.1 Describe appropriately the potential hazards associated with different wastes.			
	5.2 Describe appropriately operational procedures and why it is important to comply with them.			
	5.3 Determine how to identify work-related hazards and risks when transporting waste.			
	5.4 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.5 Describe appropriately vehicle controls, equipment, and their functions.			
	5.6 Describe appropriately vehicle handling and characteristics.			
	5.7 Describe appropriately load characteristics and their effects on vehicle performance.			
	5.8 Describe appropriately the methods of checking vehicle performance.			
	5.9 Describe appropriately the requirements of the organisation receiving the load.			
	5.10 Describe appropriately legislation affecting the vehicle, its driver, and its load.			
	5.11 Determine how to identify variances in vehicle performance, remedy them or report them.			
	5.12 Determine how to identify deviations from the schedule of operations.			
	5.13 Determine how to establish load stability.			
	5.14 Determine how to maneuver safely and effectively.			
	5.15 Determine how to minimise wear and tear and the risk of accidents.			
5.16 Determine how to deal with accidents, breakdowns or other problems.				
5.17 Determine how to accommodate special instructions in route and schedule planning.				

	5.18 Determine the potential environmental impact of the vehicle and its load.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working			

SECTION 3 – Optional Unit Group C

WO6a: Unloading a hazardous waste transport vehicle

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to unload hazardous waste and related materials	1.1 Establish the accessibility and the suitability of the unloading location.			
	1.2 Check and confirm the operational suitability of the vehicle and unloading equipment to be used.			
	1.3 Check to make sure the vehicle is positioned so it can be prepared and unloaded safely.			
	1.4 Comply with all regulations and operational procedures that relate to unloading waste.			
	1.5 Select and use appropriate PPE in accordance with operational requirements.			
	1.6 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to unloading waste.			
2. Unload hazardous waste and related materials in line with location-specific procedures	2.1 Communicate with others involved in the unloading process to ensure it is carried out safely and in compliance with operational procedures.			
	2.2 Carry out the unloading operation safely and in accordance with operational procedures.			
	2.3 Check and confirm the unloading operation is completed and that the unloaded waste complies with regulations.			
3. Use and communicate data and information connected with unloading hazardous	3.1 Communicate with others involved in the unloading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.			
	3.2 Check that the waste and the documentation are in compliance.			

waste and related materials	3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person.			
	3.4 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies.			
	3.5 Complete documentation in accordance with operational and location-specific procedures.			
	3.6 Report situations that prevent safe unloading to take place in accordance with operational and location-specific procedures.			
4. Resolve problems which arise from unloading hazardous waste and related materials	4.1 Resolve any discrepancies in the documentation for the load before the waste is unloaded.			
	4.2 Report defects in operational suitability of the vehicle and unloading equipment to the designated person.			
	4.3 Arrange for alternative unloading sites to be identified when the designated site is unsuitable.			
	4.4 Take steps to prevent unstable conditions from arising with the vehicle and unloading equipment.			
	4.5 Resolve problems within the limits of own responsibility			
	4.6 Identify, rectify and record discrepancies and defects.			
5. Understand the regulations, procedures and requirements for unloading a hazardous waste transport vehicle	5.1 Describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Describe appropriately the regulations relating to unloading waste and related materials.			
	5.6 Describe appropriately the regulations for carriage of dangerous goods.			
	5.7 Describe appropriately operational and regulatory procedures for unloading.			

	5.8 Determine the different types of waste and materials likely to be encountered when carrying out the job.			
	5.9 Determine how to establish compliance with transfer requirements.			
	5.10 Determine how to operate unloading equipment which is both integral and non-integral with the vehicle.			
	5.11 Determine the nature and characteristics of waste loads and related materials.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO6b: Unloading a non hazardous waste transport vehicle

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to unload non hazardous waste and related materials	1.1 Establish the accessibility and the suitability of the unloading location.			
	1.2 Check and confirm the operational suitability of the vehicle and unloading equipment to be used.			
	1.3 Check to make sure the vehicle is positioned so it can be prepared and unloaded safely.			
	1.4 Comply with all regulations and operational procedures that relate to unloading waste.			
	1.5 Select and use appropriate PPE in accordance with operational requirements.			
	1.6 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to unloading waste.			
2. Unload non hazardous waste and related materials in line with location-specific procedures	2.1 Communicate with others involved in the unloading process to ensure it is carried out safely and in compliance with operational procedures.			
	2.2 Carry out the unloading operation safely and in accordance with operational procedures.			
	2.3 Check and confirm the unloading operation is completed and that the unloaded waste complies with regulations.			
3. Use and communicate data and information connected with	3.1 Communicate with others involved in the unloading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.			
	3.2 Check that the waste and the documentation are in compliance.			

unloading non hazardous waste and related materials	3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person.			
	3.4 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies.			
	3.5 Complete documentation in accordance with operational and location-specific procedures.			
	3.6 Report situations that prevent safe unloading to take place in accordance with operational and location-specific procedures.			
4. Resolve problems which arise from unloading non-hazardous waste and related materials	4.1 Resolve any discrepancies in the documentation for the load before the waste is unloaded.			
	4.2 Report defects in operational suitability of the vehicle and unloading equipment to the designated person.			
	4.3 Arrange for alternative unloading sites to be identified when the designated site is unsuitable.			
	4.4 Take steps to prevent unstable conditions from arising with the vehicle and unloading equipment.			
	4.5 Resolve problems within the limits of own responsibility			
	4.6 Identify, rectify and record discrepancies and defects.			
5. Understand the regulations, procedures and requirements for unloading a non-hazardous waste transport vehicle	5.1 Describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Describe appropriately the regulations relating to unloading waste and related materials.			
	5.6 Describe appropriately the regulations for carriage of dangerous goods.			

	5.7 Describe appropriately operational and regulatory procedures for unloading.			
	5.8 Determine the different types of waste and materials likely to be encountered when carrying out the job.			
	5.9 Determine how to establish compliance with transfer requirements.			
	5.10 Determine how to operate unloading equipment which is both integral and non-integral with the vehicle.			
	5.11 Determine the nature and characteristics of waste loads and related materials.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO6c: Unloading an inert waste transport vehicle

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to unload inert waste and related materials	1.1 Establish the accessibility and the suitability of the unloading location.			
	1.2 Check and confirm the operational suitability of the vehicle and unloading equipment to be used.			
	1.3 Check to make sure the vehicle is positioned so it can be prepared and unloaded safely.			
	1.4 Comply with all regulations and operational procedures that relate to unloading waste.			
	1.5 Select and use appropriate PPE in accordance with operational requirements.			
	1.6 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to unloading waste.			
2. Unload inert waste and related materials in line with location-specific procedures	2.1 Communicate with others involved in the unloading process to ensure it is carried out safely and in compliance with operational procedures.			
	2.2 Carry out the unloading operation safely and in accordance with operational procedures.			
	2.3 Check and confirm the unloading operation is completed and that the unloaded waste complies with regulations.			
3. Use and communicate data and information connected with unloading inert waste and related materials	3.1 Communicate with others involved in the unloading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.			
	3.2 Check that the waste and the documentation are in compliance.			
	3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person.			
	3.4 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies.			

	3.5 Complete documentation in accordance with operational and location-specific procedures.			
	3.6 Report situations that prevent safe unloading to take place in accordance with operational and location-specific procedures.			
4. Resolve problems which arise from unloading inert waste and related materials	4.1 Resolve any discrepancies in the documentation for the load before the waste is unloaded.			
	4.2 Report defects in operational suitability of the vehicle and unloading equipment to the designated person.			
	4.3 Arrange for alternative unloading sites to be identified when the designated site is unsuitable.			
	4.4 Take steps to prevent unstable conditions from arising with the vehicle and unloading equipment.			
	4.5 Resolve problems within the limits of own responsibility			
	4.6 Identify, rectify and record discrepancies and defects.			
5. Understand the regulations, procedures and requirements for unloading an inert waste transport vehicle	5.1 Describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Describe appropriately the regulations relating to unloading waste and related materials.			
	5.6 Describe appropriately the regulations for carriage of dangerous goods.			
	5.7 Describe appropriately operational and regulatory procedures for unloading.			
	5.8 Determine the different types of waste and materials likely to be encountered when carrying out the job.			
	5.9 Determine how to establish compliance with transfer requirements.			
	5.10 Determine how to operate unloading equipment which is both integral and non-integral with the vehicle.			
	5.11 Determine the nature and characteristics of waste loads and related materials.			
	6.1 Recognise and act when others need support.			



6. Work in a manner which underpins effective performance	6.2 Be receptive to new ways of working.			
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SECTION 4 – Optional Unit Group D

WO5: Loading a waste transport vehicle

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to load waste and related materials	1.1 Establish the accessibility and the suitability of the loading location.			
	1.2 Check the suitability of the loading equipment to be used.			
	1.3 Check to make sure the vehicle is positioned so it can be prepared and loaded safely.			
	1.4 Comply with all regulations and operational procedures that relate to loading waste.			
	1.5 Select and use appropriate PPE in accordance with operational requirements.			
	1.6 Establish the safe loading limits of both the vehicle and loading equipment.			
	1.7 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading waste.			
2. Load waste and related materials in line with location-specific procedures	2.1 Distribute the load to prevent movement, displacement or escape of waste during transit.			
	2.2 Place batched waste in a manner that enables access to it for unloading.			
	2.3 Check and confirm the load is secure and safe before the loaded vehicle is moved, and that the vehicle and load comply with regulations.			
3. Use and communicate data and information connected with loading waste and related materials	3.1 Communicate with others involved in the loading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.			
	3.2 Check that the waste and the documentation are in compliance.			
	3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person.			

	3.4 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies'.			
	3.5 Complete documentation in accordance with operational and location-specific procedures.			
	3.6 Report situations that prevent safe loading or unloading to take place in accordance with operational and location-specific procedures.			
4. Resolve problems which arise from loading waste and related materials	4.1 Resolve any discrepancies in the documentation for the load before the waste is loaded.			
	4.2 Report defects in operational suitability of the vehicle and loading equipment to the designated person.			
	4.3 Arrange for alternative loading sites to be identified when the designated site is unsuitable.			
	4.4 Reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment.			
	4.5 Identify, rectify and record discrepancies and defects.			
	4.6 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for loading a waste transport vehicle	5.1 Describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.6 Describe appropriately the regulations relating to loading waste and related materials.			
	5.7 Describe appropriately the regulations relating to the carriage of dangerous goods.			
	5.8 Describe appropriately operational procedures for loading.			

	5.9 Describe appropriately site operating procedures and regulations at loading sites.			
	5.10 Determine how to establish compliance of load with transfer requirements.			
	5.11 Determine how to operate loading equipment which is both integral and non-integral with the vehicle.			
	5.12 Determine the nature and characteristics of waste loads and related materials.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO5a: Loading a hazardous waste transport vehicle

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to load hazardous waste and related materials	1.1 Establish the accessibility and the suitability of the loading location.			
	1.2 Check the suitability of the loading equipment to be used.			
	1.3 Check to make sure the vehicle is positioned so it can be prepared and loaded safely.			
	1.4 Comply with all regulations and operational procedures that relate to loading hazardous waste.			
	1.5 Select and use appropriate PPE in accordance with operational requirements.			
	1.6 Establish the safe loading limits of both the vehicle and loading equipment.			
	1.7 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading hazardous waste.			
2. Load hazardous waste and related materials in line with location-specific procedures	2.1 Distribute the load to prevent movement, displacement or escape of hazardous waste during transit.			
	2.2 Place batched hazardous waste in a manner that enables access to it for unloading.			
	2.3 Check and confirm the load is secure and safe before the loaded vehicle is moved, and that the vehicle and load comply with regulations.			
3. Use and communicate data and information connected with loading hazardous	3.1 Communicate with others involved in the loading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.			
	3.2 Check that the hazardous waste and the documentation are in compliance.			

waste and related materials	3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person.			
	3.4 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies'.			
	3.5 Complete documentation in accordance with operational and location-specific procedures.			
	3.6 Report situations that prevent safe loading or unloading to take place in accordance with operational and location-specific procedures.			
4. Resolve problems which arise from loading hazardous waste and related materials	4.1 Resolve any discrepancies in the documentation for the load before the hazardous waste is loaded.			
	4.2 Report defects in operational suitability of the vehicle and loading equipment to the designated person.			
	4.3 Arrange for alternative loading sites to be identified when the designated site is unsuitable.			
	4.4 Reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment.			
	4.5 Resolve problems within the limits of own responsibility			
	4.6 Identify, rectify and record discrepancies and defects.			
5. Understand the regulations, procedures and requirements for loading a hazardous waste transport vehicle	5.1 Describe appropriately the classifications and types of hazardous waste.			
	5.2 Describe appropriately the potential hazards associated with different hazardous wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.6 Describe appropriately the regulations relating to loading hazardous waste and related materials.			

	5.7 Describe appropriately the regulations relating to the carriage of dangerous goods.			
	5.8 Describe appropriately operational procedures for loading.			
	5.9 Describe appropriately site operating procedures and regulations for loading transport vehicles.			
	5.10 Determine how to establish compliance of load with transfer requirements.			
	5.11 Determine how to operate loading equipment which is both integral and non-integral with the vehicle.			
	5.12 Determine the nature and characteristics of hazardous waste loads and related materials.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO5b: Loading a non hazardous waste transport vehicle

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to load non hazardous waste and related materials	1.1 Establish the accessibility and the suitability of the loading location.			
	1.2 Check the suitability of the loading equipment to be used.			
	1.3 Check to make sure the vehicle is positioned so it can be prepared and loaded safely.			
	1.4 Comply with all regulations and operational procedures that relate to loading non hazardous waste.			
	1.5 Select and use appropriate PPE in accordance with operational requirements.			
	1.6 Establish the safe loading limits of both the vehicle and loading equipment.			
	1.7 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading non hazardous waste.			
2. Load non hazardous waste and related materials in line with location-specific procedures	2.1 Distribute the load to prevent movement, displacement or escape of non hazardous waste during transit.			
	2.2 Place batched non hazardous waste in a manner that enables access to it for unloading.			
	2.3 Check and confirm the load is secure and safe before the loaded vehicle is moved, and that the vehicle and load comply with regulations.			
3. Use and communicate data and information connected with loading non hazardous waste and related materials	3.1 Communicate with others involved in the loading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.			
	3.2 Check that the non hazardous waste and the documentation are in compliance.			
	3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person.			

	3.4 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies'.			
	3.5 Complete documentation in accordance with operational and location-specific procedures.			
	3.6 Report situations that prevent safe loading or unloading to take place in accordance with operational and location-specific procedures.			
4. Resolve problems which arise from loading non hazardous waste and related materials	4.1 Resolve any discrepancies in the documentation for the load before the non hazardous waste is loaded.			
	4.2 Report defects in operational suitability of the vehicle and loading equipment to the designated person.			
	4.3 Arrange for alternative loading sites to be identified when the designated site is unsuitable.			
	4.4 Reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment.			
	4.5 Resolve problems within the limits of own responsibility			
	4.6 Identify, rectify and record discrepancies and defects.			
5. Understand the regulations, procedures and requirements for loading a non hazardous waste transport vehicle	5.1 Describe appropriately the classifications and types of non-hazardous waste.			
	5.2 Describe appropriately the potential hazards associated with different non-hazardous wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.6 Describe appropriately the regulations relating to loading non-hazardous waste and related materials.			
	5.7 Describe appropriately the regulations relating to the carriage of dangerous goods.			
	5.8 Describe appropriately operational procedures for loading.			
	5.9 Describe appropriately site operating procedures and regulations for loading transport vehicles.			

	5.10 Determine how to establish compliance of load with transfer requirements.			
	5.11 Determine how to operate loading equipment which is both integral and non-integral with the vehicle.			
	5.12 Determine the nature and characteristics of non-hazardous waste loads and related materials.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO5c: Loading an inert waste transport vehicle

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to load inert waste and related materials	1.1 Establish the accessibility and the suitability of the loading location.			
	1.2 Check the suitability of the loading equipment to be used.			
	1.3 Check to make sure the vehicle is positioned so it can be prepared and loaded safely.			
	1.4 Comply with all regulations and operational procedures that relate to loading inert waste.			
	1.5 Select and use appropriate PPE in accordance with operational requirements.			
	1.6 Establish the safe loading limits of both the vehicle and loading equipment.			
	1.7 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading inert waste.			
2. Load inert waste and related materials in line with location-specific procedures	2.1 Distribute the load to prevent movement, displacement or escape of inert waste during transit.			
	2.2 Place batched inert waste in a manner that enables access to it for unloading.			
	2.3 Check and confirm the load is secure and safe before the loaded vehicle is moved, and that the vehicle and load comply with regulations.			
3. Use and communicate data and information connected with loading inert waste and related materials	3.1 Communicate with others involved in the loading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures.			
	3.2 Check that the inert waste and the documentation are in compliance.			
	3.3 Report unresolved vehicle defects or problems with defective equipment to the designated person.			

	3.4 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies'.			
	3.5 Complete documentation in accordance with operational and location-specific procedures.			
	3.6 Report situations that prevent safe loading or unloading to take place in accordance with operational and location-specific procedures.			
4. Resolve problems which arise from loading inert waste and related materials	4.1 Resolve any discrepancies in the documentation for the load before the inert waste is loaded.			
	4.2 Report defects in operational suitability of the vehicle and loading equipment to the designated person.			
	4.3 Arrange for alternative loading sites to be identified when the designated site is unsuitable.			
	4.4 Reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment.			
	4.5 Resolve problems within the limits of own responsibility			
	4.6 Identify, rectify and record discrepancies and defects.			
5. Understand the regulations, procedures and requirements for loading a inert waste transport vehicle	5.1 Describe appropriately the classifications and types of inert waste.			
	5.2 Describe appropriately the potential hazards associated with different inert wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.6 Describe appropriately the regulations relating to loading inert waste and related materials.			
	5.7 Describe appropriately the regulations relating to the carriage of dangerous goods.			
	5.8 Describe appropriately operational procedures for loading.			
	5.9 Describe appropriately site operating procedures and regulations for loading transport vehicles.			

	5.10 Determine how to establish compliance of load with transfer requirements.			
	5.11 Determine how to operate loading equipment which is both integral and non-integral with the vehicle.			
	5.12 Determine the nature and characteristics of inert waste loads and related materials.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

SECTION 5 – Optional Unit Group E

WO13: Maintain the security of waste management facilities

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Maintain the security of the premises, equipment and materials	1.1 Follow all organisational procedures where they are a lone worker.			
	1.2 Maintain personal visibility in poor light conditions when opening and securing premises.			
	1.3 Check the integrity of the access to the premises on arrival and follow the correct entering procedures.			
	1.4 Carry out a general visual check of premises internally and externally for anything unusual.			
	1.5 Store equipment and materials safely and securely when not in use.			
	1.6 Check plant and equipment - not stored in a secure place - are immobilised when not in use.			
	1.7 Check all keys for vehicles and plant stored on site, and keys for internal access, are adequately labelled and stored securely when not in use.			
	1.8 Check that any waste stored in the facility is in a suitable safe and stable condition to be left in situ after the premises have been secured.			
	1.9 Turn off lights and power supplying equipment not required for security.			
	1.10 Follow the correct exit procedures - including setting alarm systems that are fitted - and secure the premises.			
2. Use and communicate data and information	2.1 Comply with operational procedures or guidelines for maintaining security of equipment and information.			
	2.2 Report any actual, or potential, breaches of security in accordance with operational procedures.			
	2.3 Store confidential information securely.			

	2.4 Ensure spare keys for access to the facility, and for vehicles and equipment kept on site, are correctly labelled and securely stored in a designated place off site.			
	2.5 Check documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies.			
	2.6 Check records of consumable resources used, and held in stock, are up-to-date.			
	2.7 Report any excesses, shortages or recording errors for consumables stored on site to the designated person.			
3. Resolve problems which arise from maintaining security	3.1 Arrange for damaged or insecure gates, doors, or window locks or catches to be repaired or replaced to enable the premises to be secured when not in use.			
	3.2 Arrange for lights that are not working to be restored to full working order.			
	3.3 Arrange for damage to the facility, or security equipment, to be repaired in accordance with operational procedures.			
	3.4 Resolve problems within own area of responsibility.			
4. Understand the regulations, procedures and requirements for maintaining the security of waste management facilities	4.1 Describe appropriately operational procedures and why it is important to comply with them.			
	4.2 Determine how to identify work-related hazards and risks.			
	4.3 Describe appropriately entering and leaving procedures for the facility.			
	4.4 Describe appropriately other methods of securing equipment and materials.			
	4.5 Determine how to recognise and report suspicious occurrences.			
	4.6 Determine how to recognise and report breaches of security.			
	4.7 Determine what information about the organisation is confidential.			
	4.8 Determine why information about clients and visitors should be kept confidential.			
	4.9 Determine how to ensure the security of consumable resources.			
	4.10 Determine how to immobilise machinery and equipment.			
	4.11 Determine location and security of keys for vehicles and plant.			

5. Work in a manner which underpins effective performance	5.1 Recognise and act when others need support.			
	5.2 Be receptive to new ways of working			

WO23: Conduct environmental monitoring on a waste management facility

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Conduct environmental monitoring	1.1 Carry out environmental monitoring to meet the waste management permit requirements for the site.			
	1.2 Use approved techniques - for each factor being monitored - in accordance with organisational procedures.			
	1.3 Before use ensure that monitoring, and measuring equipment has been correctly calibrated in accordance with organisational procedures.			
	1.4 Select and use the designated personal protective equipment (PPE) in accordance with operational procedures.			
	1.5 Use sampling and testing instruments and equipment in accordance with manufacturer's specifications.			
	1.6 Clean sampling and testing instruments and equipment after use to ensure it is maintained in sound operational condition.			
	1.7 Make sure regulations and guidelines for maintaining security are not compromised during monitoring or sampling on or around the site.			
2. Inspect, sample and test waste in line with operational procedures	2.1 Carry out visual and physical checks on wastes delivered to the site in compliance with organisational procedures.			
	2.2 Verify wastes are correctly labelled and comply with descriptions and specifications contained in the transfer documentation.			
	2.3 Sample wastes, using approved methods to have them tested, to verify the description in transfer documentation.			
	2.4 Carry out tests which have been authorised.			
3. Use and communicate data and information in line with operational procedures	3.1 Check the completion of documents for wastes being accepted, treated or dispatched, to ensure they are accurate and legible, and store them in the designated place.			
	3.2 Record the results of visual checks and physical tests on wastes and record the test results in compliance with operational procedures.			

	3.3 Record all environmental monitoring inspections in compliance with organisational procedures.			
	3.4 Record and report non-compliance of test samples when they do not meet the description given in transfer documentation.			
	3.5 Report - to the designated person - non-compliance of samples with waste transfer documentation, and arrange for the waste rejection procedures to be initiated.			
4. Resolve problems which arise from conducting environmental monitoring	4.1 Advise colleagues and managers of situations that have the potential to be hazardous to others or to the site and its environment.			
	4.2 Report - to the designated person - situations that are outside the responsibility of the job role.			
	4.3 Report - to the designated person - breaches of site security.			
	4.4 Report defective equipment and make arrangements for its repair or replacement in accordance with organisational requirements.			
	4.5 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for conducting environmental monitoring on a waste management facility	5.1 Describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Describe appropriately the approved methods for inspecting, sampling and testing wastes.			
	5.6 Describe appropriately the methods for sampling.			
	5.7 Describe appropriately the environmental permit requirements for waste management facilities.			
	5.8 Describe appropriately the procedures for dealing with rejected waste.			
	5.9 Determine the implications of legal and organisational regulations for environmental monitoring and testing.			
	5.10 Determine how to select and use techniques relevant to the monitoring process.			
	5.11 Determine how to calibrate and operate the monitoring and measuring instruments and equipment.			

	5.12 Determine the risks and threats posed by different types of wastes.			
	5.13 Determine how to use control documentation and procedures.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

SECTION 6 – Optional Unit Group F

C&G017: Support customer service improvements

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Use feedback to identify potential customer service improvements	1.1 Gather informal feedback from their customers			
	1.2 Use their organisation's procedures to collect feedback from their customers			
	1.3 Use the information from their customers to develop a better understanding of their customer service experience			
	1.4 Identify ways the service they give could be improved based on information they have gathered			
	1.5 Share their ideas for improving customer service with colleagues			
2. Implement changes in customer service	2.1 Identify a possible change that could be made to improve customer service			
	2.2 Present their idea for improving customer service to a colleague with the appropriate authority to approve the change			
	2.3 Carry out changes to customer service procedures based on their own idea or proposed by their organisation			
	2.4 Keep their customers informed of changes to customer service			
	2.5 Give customers a positive impression of changes that have been made			
	2.6 Work positively with others to support customer service changes			
3. Assist with the evaluation of changes in customer service	3.1 Discuss with others how changes to customer service are working			
	3.2 Work with others to identify any negative effects of changes and how these can be avoided			
4. Know and understand how to support customer service improvements	4.1 Show that they know and understand how customer experience is influenced by the way service is delivered			
	4.2 Show that they know and understand how customer feedback is obtained			
	4.3 Show that they know and understand how to work with others to identify and support change in the way service is delivered			



	4.4 Show that they know and understand why it is important to give a positive impression to their customer about the changes made by the organisation even if the learner disagrees with them			
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LOG9: Manage the traffic office

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know how to manage the traffic office	1.1 Explain the relevant organisational policies and procedures, in relation to managing the traffic office, that relate to: <ul style="list-style-type: none"> • health, safety and security • environmental factors • legal requirements • operating requirements • route, destination, delivery and collection schedules • review systems 			
	1.2 Explain the following: <ul style="list-style-type: none"> • the type of load and characteristics of the consignment being moved • different modes of transport • types of vehicles and equipment that can be used for carrying different loads • sources of feedback information 			
	1.3 explain how to manage colleagues within the operation			
	1.4 Identify problems that can occur when managing the traffic office			
	1.5 Explain the appropriate action taken, in order to deal with identified problems			
2. Be able to manage the traffic office	2.1 Follow all organisational policies and procedures, in relation to managing the traffic office, that relate to: <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • legal requirements • operating requirements • route, destination, delivery and collection schedules • review systems 			
	2.2 Manage colleagues to plan the transportation of loads			

	2.3 Monitor the use of resources			
	2.4 Support colleagues decisions where problems arise			
	2.5 Advise customers and relevant personnel of any changes in the resources allocated or the delivery schedules			
	2.6 Maintain records making any changes according to operational procedures			
	2.7 Evaluate feedback obtained on the use of resources			
	2.8 Review actual performance against the operational plan			
	2.9 Evaluate the effectiveness and efficiency of completed operations			
	2.10 Formulate an action plan based on patterns or trends in actual performance in order to improve performance			
	2.11 Propose amendments to operational and organisational procedures			
	2.12 Communicate effectively			

MSCA2: Manage own professional development within an organisation

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to assess own career goals and personal development.	1.1 Identify own career and personal goals.			
	1.2 Assess how own career goals affect work role and professional development.			
2. Be able to set personal work objectives.	2.1 Agree SMART (Specific, Measurable, Achievable, Realistic and Time-bound) personal work objectives in line with organisational objectives.			
3. Be able to produce a personal development plan.	3.1 Identify gaps between objectives set, own current knowledge and skills.			
	3.2 Produce a development plan.			
4. Be able to implement and monitor own personal development plan.	4.1 Plan activities identified in own development plan.			
	4.2 Explain how to monitor and review own personal development plan.			

MSCD12: Participate in Meetings

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to prepare for a meeting.	1.1 Explain meeting objectives prior to the meeting.			
	1.2 Identify own role and prepare as necessary.			
2. Be able to participate in a meeting.	2.1 Contribute to meeting discussions using evidence to support own opinions.			
	2.2 Acknowledge other viewpoints presented at a meeting.			
	2.3 Seek clarification or confirmation of own understanding of outcomes.			
3. Be able to communicate information to relevant stakeholders.	3.1 Communicate information from the meeting to those who have an interest, in line with any organisational protocol.			

MSCD7: Support learning and development within own area of responsibility

Level: 4		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Be able to identify the learning needs of colleagues in own area of responsibility.	1.1 Identify gaps between requirements of colleagues' current or future work roles and their existing knowledge, understanding and skills.			
	1.2 Prioritise learning needs of colleagues.			
	1.3 Produce personal development plans for colleagues in own area of responsibility.			
2. Understand how to develop a learning environment in own area of responsibility.	2.1 Explain the benefits of continual learning and development.			
	2.2 Explain how learning opportunities can be provided for own area of responsibility.			
3. Be able to support colleagues in learning and its application.	3.1 Identify information, advice and guidance to support learning.			
	3.2 Communicate to colleagues to take responsibility for their own learning.			
	3.3 Explain to colleagues how to gain access to learning resources.			
	3.4 Support colleagues to practise and reflect on what they have learned.			
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.			
	4.2 Support colleagues when updating their personal development plan.			

ICSC3: Resolve customer service problems

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. spot customer service problems	1.1 listen carefully to customers about any problem they have raised			
	1.2 ask customers about the problem to check their understanding			
	1.3 recognise repeated problems and alert the appropriate authority			
	1.4 share customer feedback with others to identify potential problems before they happen			
	1.5 identify problems with systems and procedures before they begin to affect customers			
2. pick the best solution to resolve customer service problems	2.1 identify the options for resolving a customer service problem			
	2.2 work with others to identify and confirm the options to resolve a customer service problem			
	2.3 work out the advantages and disadvantages of each option for their customer and the organisation			
	2.4 pick the best option for their customer and the organisation			
	2.5 identify for their customer other ways that problems may be resolved if they are unable to help			
3. take action to resolve customer service problems	3.1 discuss and agree the options for solving the problem with their customer			
	3.2 take action to implement the option agreed with their customer			
	3.3 work with others and their customer to make sure that any promises related to solving the problem are kept			
	3.4 keep their customer fully informed about what is happening to resolve the problem			
	3.5 check with their customer to make sure the problem has been resolved to the customer's satisfaction			
	3.6 give clear reasons to their customer when the problem has not been resolved to the customer's satisfaction			
4. know how to resolve customer service problems	4.1 describe organisational procedures and systems for dealing with customer service problems			
	4.2 explain how to defuse potentially stressful situations			



	4.3 describe how to negotiate			
	4.4 identify the limitations of what they can offer their customer			
	4.5 describe types of action that may make a customer problem worse and should be avoided			

WB3Q: Conform to General Workplace Environmental Requirements

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Identify environmental aspects	1.1 Describe the environmental aspects that could (actual and potential) have an impact on or pose a hazard to the work activity and adjoining areas			
	1.2 Demonstrate the procedure of checking that environmental controls, equipment and materials are in place and operational			
	1.3 Demonstrate the organisational procedure for: <ul style="list-style-type: none"> • Reporting the use of environmental control equipment or materials • Reporting an environmental aspect that may lead to an incident • Reporting an environmental incident • Reporting a non-compliance with environmental policies or procedures 			
	1.4 List the equipment and materials available for use in the event of an environmental incident			
	1.5 Demonstrate the correct use of environmental impact/incident equipment/materials			
	1.6 Describe the organisational policies and objectives for environmental management			
	1.7 Describe the organisational procedures for: <ul style="list-style-type: none"> • Environmental monitoring • Reporting environmental incidents • Recording environmental incidents • Rectifying situation where controls or equipment/materials are inoperable or unavailable • Dealing with environmental incidents • Safe use of equipment when dealing with environmental incidents 			
	1.8 Describe the implications to the organisation in the event of an environmental incident: <ul style="list-style-type: none"> • Affecting the workplace • Affecting areas outside the workplace 			

	1.9 List the sources of environmental information in relation to the work activity			
	1.10 Demonstrate the sourcing of and use of environmental information			
2. Control waste arising from the operations in their area of responsibility	2.1 Describe organisational procedures for efficient use of resources and waste reduction			
	2.2 Explain why efficient use of resources and waste reduction are important			
	2.3 Demonstrate organisational procedures to: <ul style="list-style-type: none"> • Reduce waste • Save energy or resources 			
	2.4 Demonstrate organisational waste disposal procedures			
	2.5 Explain the importance of correct disposal of waste			
	2.6 Explain the advantages of segregating different waste types			
	2.7 Describe the possible consequences of improper waste disposal			

WB8Q: Direct vehicle movements on site

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Direct vehicle movements	1.1 Demonstrate that the vehicle, crew, their equipment and loads are checked and confirmed as complying with organisational requirements			
	1.2 Identify the purpose and route for the vehicle movement on site			
	1.3 Communicate accurate and complete instructions for the vehicle movement that are understood			
	1.4 Give directions that encourage safe and efficient movement			
	1.5 Describe the organisational policies for the acceptable condition of vehicles entering, leaving, or moving around the site			
	1.6 Explain the organisational policies and procedures controlling vehicle movements			
	1.7 Outline the range and characteristics of loads transported on the site			
	1.8 Explain the organisational policies relating to the use of personal protective clothing and equipment on site			
	1.9 Describe the various modes of communication and giving directions on site			
	1.10 Explain the consequences of poor communication and incorrect directions			
	1.11 Explain the organisational procedures in the event of problems occurring, to include: <ul style="list-style-type: none"> • Vehicle in the wrong location • Vehicle breakdown • Spillage • Unauthorised access or movement • Incidents or accidents • Emergency situations 			

WM53: Organise the transportation of loads in a waste environment

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Organise transport	1.1 Access and use information in relation to: <ul style="list-style-type: none"> • Types of loads to be transported. • Time of delivery/collection. • Place of delivery/collection. • Any special delivery/collection requirements. • Any limitations or constraints applicable to the load or route. • Route planning. • Health, safety and environment. 			
	1.2 Arrange collection and delivery of loads on a priority basis.			
	1.3 Selection of appropriate vehicle.			
	1.4 Follow instructions in relation to the transportation of the load according to organisational procedures.			
	1.5 Carry out checks on the suitability of the vehicle and the driver for the type of load to be transported.			
	1.6 Maintain records according to organisational procedures.			
2. Understand the organisation of transportation of loads	2.1 Describe the types of loads to be moved and their characteristics.			
	2.2 Explain the organisational policies and procedures in relation to the safe and efficient organisation of transport.			
	2.3 Explain the environmental, economic, and efficiency issues in relation to the loads and modes of transport used.			
	2.4 Outline the requirements of relevant legislation, regulation and codes of practice including: <ul style="list-style-type: none"> • Weights and measures. • Drivers hours. • Drivers licence regulations. • Vehicle operators licensing requirements. • Waste handling requirements. • Environmental constraints. 			

	<p>2.5 Explain the organisational policies and procedures in the event of:</p> <ul style="list-style-type: none"> • Suitable transport being unavailable. • Routing or scheduling cannot be achieved in accordance with organisational or regulatory requirements. • Transport breakdown. • Accidents or incidents. • Transport or operator not conforming to requirements for safe efficient operation. 			
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WM67: Contribute to the provision of customer service in a waste environment

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Know how to contribute to the provision of customer services in logistics operations	1.1 Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations that relate to: <ul style="list-style-type: none"> • Health, safety and security. • Personal protective equipment. • Maintaining effective customer relations. • Personal appearance and hygiene. • Reporting procedures and systems. • Recording information. • Confidentiality. • Complaints. 			
	1.2 Describe different types of customers in relation to own organisation			
	1.3 Describe the importance of <ul style="list-style-type: none"> • Promoting the organisation's image positively. • Effective communication. • Good customer service. 			
	1.4 Identify the services available to customers in own organisation			
	1.5 Describe the implications of: <ul style="list-style-type: none"> • A negative image on your organization. • Poor communication. • Poor customer service. 			
	1.6 Describe: <ul style="list-style-type: none"> • Own role in dealing with customer complaints • The limits of your responsibility. 			
	1.7 Identify who to report to when you are unable to deal with a customer enquiry or request.			

2. Be able to contribute to the provision of customer services in logistics operations	2.1 Follow all organisational policies and procedures, in relation to contributing to customer services that relate to: <ul style="list-style-type: none"> • Health, safety and security. • Personal protective equipment. • Maintaining effective customer relations. • Personal appearance and hygiene. • Reporting procedures and systems. • Recording information. • Confidentiality. • Complaints. 			
	2.2 Develop positive relationships with customers			
	2.3 Ensure that own personal appearance and hygiene meet organisational policies and standards			
	2.4 Communicate effectively with customers			
	2.5 Ensure that all information available is up-to-date and accurate			
	2.6 Identify customer needs			
	2.7 Deal effectively with customer enquiries			
	2.8 Ensure the customer is promptly informed of any action that is taken			
	2.9 Maintain customer confidentiality			
	2.10 Update customer records accurately			
	2.11 Record customer enquiries and outcomes accurately using the organisation's procedures and systems			
	2.12 Deal with customer complaints effectively			

WO10: Validation of waste

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Validate waste	1.1 Check and confirm the documentation accompanying the waste is correct.			
	1.2 Establish the waste complies with the site waste management licence.			
	1.3 Check the documents for wastes being accepted are completed accurately and legibly and they are stored in the designated place.			
	1.4 Ensure information recorded on documents meets organisational procedures.			
	1.5 Reject unsuitable waste in accordance with organisational procedures.			
2. Resolve problems which arise from the validation of waste	2.1 Rectify and resolve discrepancies on documents accompanying the waste before it is accepted.			
	2.2 Report problems outside the responsibility of the job role in accordance with operational procedures.			
3. Understand the regulations, procedures and requirements for the validation of waste	3.1 Describe appropriately operational procedures and why it is important to comply with them.			
	3.2 Describe appropriately the potential hazards associated with different wastes.			
	3.3 Determine how to identify work-related hazards and risks.			
	3.4 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	3.5 Describe appropriately the operational procedures for validation and rejection of waste.			
	3.6 Describe appropriately the transport, acceptance, and rejection documentation to comply with legal and organisational requirements.			
	3.7 Describe appropriately the Permit or License conditions covering the acceptance of waste at their site.			
	3.8 Describe appropriately other relevant environment permit details applicable to the facility.			

	3.9 Determine how to recognise classifications of waste that they may encounter in their job role.			
	3.10 Describe responsibility for the dissemination of information outside the organisation.			
	3.11 Determine how to deal with documentation which does not comply with site permit or license or Duty of Care legislation.			
	3.12 Determine how to deal with emergencies.			
	3.13 Determine the classifications, using European Waste Codes, of waste that can be permitted on the site.			
4. Work in a manner which underpins effective performance	4.1 Recognise and act when others need support.			
	4.2 Be receptive to new ways of working.			

WO11: Acceptance of waste

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Accept waste	1.1 Check the incoming vehicle conforms to the site duty of care requirements.			
	1.2 Ensure that vehicles comply with entry and exit procedures and movement around the site.			
	1.3 Check the vehicle occupants comply with site health and safety requirements.			
	1.4 Check the waste reception area and equipment is operational and safe.			
	1.5 Reject unsuitable waste in accordance with organisational procedures.			
2. Use and communicate data and information in accordance with operational procedures	2.1 Record all received waste on the required documentation.			
	2.2 Report abnormalities in received waste by bringing them to the attention of the designated person.			
	2.3 Record and report the reception of any unacceptable waste in accordance with organisational requirements.			
	2.4 Report to the designated person when the storage facilities do not meet operational requirements.			
	2.5 Report breaches in site security.			
	2.6 Report defective equipment.			
	2.7 Report problems outside the job role limits of authority.			
3. Resolve problems which arise from the acceptance of waste	3.1 Have defects rectified on specialist handling equipment before using it.			
	3.2 Take immediate steps, in accordance with operational procedures, where unsafe conditions arise.			
	3.3 Resolve problems within own area of responsibility.			
4. Understand the regulations, procedures and	4.1 Describe appropriately the classifications and types of waste.			
	4.2 Describe appropriately the potential hazards associated with different wastes.			

requirements for acceptance of waste	4.3 Describe appropriately operational procedures and why it is important to comply with them.				
	4.4 Determine how to identify work-related hazards and risks.				
	4.5 Determine how to use personal protective equipment (PPE) in line with operational procedures.				
	4.6 Describe appropriately the operational procedures for validation and rejection of waste.				
	4.7 Describe responsibility for the dissemination of information outside the organisation.				
	4.8 Describe appropriately the transport, acceptance, and rejection documentation to comply with legal and organisational requirements.				
	4.9 Describe appropriately the Permit or License conditions covering the acceptance of waste at their site.				
	4.10 Determine how to deal with documentation which does not comply with site permit or license or Duty of Care legislation.				
	4.11 Determine other relevant environment permit details applicable to the facility.				
	4.12 Determine how to deal with emergencies.				
	4.13 Determine the classifications, using European Waste Codes, of waste that can be permitted on the site.				
	5. Work in a manner which underpins effective performance	5.1 Recognise and act when others need support.			
		5.2 Be receptive to new ways of working.			

WO14a: Support safety around waste collection vehicles

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Support safe operations of the waste collection vehicle	1.1 Select and use the designated PPE before starting operations in accordance with the operational requirements.			
	1.2 Check and test the vehicle safety systems on a daily basis before starting work.			
	1.3 Help to rectify faults which are caused by malfunctioning systems, obscured safety features and illegible notices and signs.			
	1.4 Check that safety and amenity equipment carried on the vehicle is in place and suitable for use.			
	1.5 Replenish missing health, safety or welfare consumables and PPE needed for the proper operation of the vehicle and safety of the crew.			
	1.6 Clean and reset dirty or obscured safety signs, mirrors, observational devices or operating information notices on the vehicle.			
2. Keep people safe from waste collection vehicle movements	2.1 Give clear hand signals to assist the driver when the vehicle is being maneuver.			
	2.2 Minimise inconvenience to other road users by checking and confirming their whereabouts when the waste collection vehicle is maneuvering on a public highway.			
	2.3 Take steps to ensure pedestrians and other road users are at a safe distance from the vehicle when it is maneuvering or when its mechanisms are operating.			
	2.4 Be responsible for the security of the vehicle when on operations in the absence of the driver.			
3. Use and communicate data and information	3.1 Use the work documents provided to ensure any information needed for the work is not missed.			
4. Resolve problems which arise from vehicle safety	4.1 Inform the driver immediately if a fault is found in the vehicle safety systems.			
	4.2 Reset any emergency stops on the vehicle when it is safe to do so.			

	4.3 Report to the designated person - on a daily basis - situations encountered on operational duty which are uncontrolled or inappropriately controlled.			
	4.4 Report situations where personnel or vehicle safety is compromised in accordance with operational procedures.			
	4.5 Report defective equipment promptly to the driver or designated person in the driver's absence.			
	4.6 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for supporting safety around waste collection vehicles	5.1 Determine the potential hazards associated with different wastes.			
	5.2 Determine operational procedures and why it is important to comply with them.			
	5.3 Determine how to identify work-related hazards and risks.			
	5.4 Describe appropriately the purpose and normal operation of vehicle safety systems.			
	5.5 Describe appropriately the importance of vehicle and safety checks.			
	5.6 Determine how to recognise faults in lighting systems, warning systems, notices and signs.			
	5.7 Determine hand signals to use in order to communicate with the driver.			
	5.8 Determine maneuvering capabilities of the vehicle in forward and reverse.			
	5.9 Determine the driver's field of vision from the driving seat.			
	5.10 Determine the rights of way on the road.			
	5.11 Determine methods of signaling to other road users.			
	5.12 Determine the dangers which could arise from maneuvering a vehicle.			
	5.13 Determine how to ensure the vehicle is locked and keys removed to prevent unauthorized access to it.			
	5.14 Determine how to immobilise vehicles and loading equipment safely to prevent unauthorised people interfering with the vehicle.			
5.15 Determine how to access and operate health safety and welfare equipment carried on the vehicle.				
	6.1 Recognise and act when others need support.			



6. Work in a manner which underpins effective performance	6.2 Be receptive to new ways of working			
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WO16: General duties on waste facilities

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Carry out general duties safely	1.1 Confirm own understanding of the work instructions given for carrying out the work required.			
	1.2 Check risk assessments are in place.			
	1.3 Select and use personal protective equipment (PPE).			
	1.4 Select and use the tools and equipment designated for the job for all tasks to be carried out/undertaken.			
	1.5 Check the tools and equipment selected are safe, are serviceable, and are in a useable condition.			
	1.6 Clean tools and equipment when their use is finished at the end of each day, and return them to storage.			
	1.7 Comply with safe working practice and procedures.			
	1.8 Handle waste materials in the way specified in procedures.			
	1.9 Dispose of used consumable materials in accordance with operational requirements.			
	1.10 Comply with procedures and guidelines for maintaining security in the place where the work has been done.			
2. Store tools, equipment and consumable materials safely	2.1 Return unused consumable materials to the store.			
	2.2 Keep storage areas clean and tidy and make sure access is clear and unobstructed.			
	2.3 Store tools, equipment, PPE, and consumable materials in the designated place in accordance with operational requirements.			
3. Use and communicate data and information	3.1 Ensure that other people likely to be affected by tasks being carried out by them are notified and informed of any risks.			
	3.2 Complete all documentation for work that they carry out if they are required to do so.			
	3.3 Ensure documentation is legible and clear, and seek confirmation from a person in authority if there are any doubts or discrepancies.			

4. Report problems to the designated person	4.1 Report unauthorised removal of tools, equipment or consumable materials from stores or the working area to a designated person.			
	4.2 Report faults and damage to tools and equipment rendering them unusable or unsafe.			
	4.3 Report hazards and significant risks encountered while working.			
	4.4 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for general duties on waste facilities	5.1 Describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately operational procedures and why it is important to comply with them.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Describe appropriately the procedures to ensure risks are under control.			
	5.6 Describe appropriately approved methods to carry out tasks.			
	5.7 Describe appropriately storage methods for tools, equipment and consumable.			
	5.8 Describe appropriately documentation required to comply with operational requirements.			
	5.9 Describe appropriately methods for the safe disposal of used consumable and waste materials.			
	5.10 Determine how to recognise and handle safely substances that are hazardous to health.			
	5.11 Determine the tools, equipment, PPE, and consumable materials that are subject to damage.			
	5.12 Determine how to store tools, equipment, PPE, and consumable materials in a way which prevents them from being accidentally damaged and to ensure the safety of oneself and others.			
	5.13 Determine the effects of weather on consumable materials in use and in storage.			
	5.14 Determine how to use hand tools and equipment correctly and safely.			
	5.15 Determine the characteristics of consumable materials and how to use them safely in compliance with operational procedures.			
	5.16 Consumable materials requiring specialised or secure storage.			

	5.17 How to check for damage and faults in tools and equipment and appropriate method of cleaning them.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO17: Direct Waste Delivery Crews on a Waste Management Facility

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

	3.6 Report breaches of site security and defects arising on site equipment.			
4. Resolve problems which arise from directing waste delivery crews	4.1 Ensure unaccompanied drivers receive assistance to maneuver their vehicles safely on site.			
	4.2 Arrange to have spillages from unloading of vehicles to be cleared up as quickly as possible.			
	4.3 Inform the driver before the vehicle leaves the site if a fault that may affect its roadworthiness is noticed.			
	4.4 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for directing waste delivery crews on a waste management facility	5.1 Describe appropriately operational procedures and why it is important to comply with them.			
	5.2 Determine the classifications and types of waste.			
	5.3 Determine the potential hazards associated with different wastes.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.6 Describe appropriately the organisational regulations, site rules for visitors and operating procedures for the facility.			
	5.7 Determine how to recognise that vehicles are suitable for the site and any conditions affecting the site.			
	5.8 Determine how to identify loads and check the documentation for them is correct.			
	5.9 Describe facility conditions and implications for vehicles maneuvering and unloading.			
	5.10 Determine how to recognise and interpret identification codes for hazardous loads.			
	5.11 Determine how to respond to any incidents, accidents and emergencies arising during site operations.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

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

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

	4.5 Resolve situations which are outside the job role responsibility by referring them to the designated person.			
	4.6 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for storing waste and operating materials within a waste management facility	5.1 Describe appropriately operational procedures and why it is important to comply with them.			
	5.2 Determine the classifications and types of waste.			
	5.3 Determine the potential hazards associated with different wastes.			
	5.4 Determine how to identify work-related hazards and risks.			
	5.5 Label waste, when required.			
	5.6 Maintain safety and security of storage.			
	5.7 Identify defects and correct them where permissible.			
	5.8 Determine the requirements for keeping the storage facilities area clean and tidy.			
	5.9 Determine environmental requirements related to storage.			
	5.10 Determine storage facilities location and layout.			
	5.11 Determine operational procedures for storage.			
	5.12 Determine implications of relevant legislation to sorting and storing waste and operating materials.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO20: Dispatch stored and received waste

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

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

5. Work in a manner which underpins effective performance	5.2 Be receptive to new ways of working.			
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WO21: Revise planned waste transport operations

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Revise the planned transportation of waste loads	1.1 Amend the routing and scheduling information needed for transporting the loads.			
	1.2 Arrange for alternative uplifts where necessary.			
	1.3 Determine the availability of drivers, and the suitability of vehicles & equipment required to transport the load safely and efficiently.			
	1.4 Provide updates to authorised personnel with regards to the routes and operating schedules they have revised.			
	1.5 Check that the revised transport operation complies with all regulations and guidelines.			
2. Use and communicate data and information for maintaining the waste transport operation	2.1 Prepare and issue all documentation required to accompany the load and make it ready for issue to the driver.			
	2.2 Record details of agreements made for waste uplifts in accordance with operational procedures and organisational requirements.			
	2.3 Check that records about the driver, vehicle, and equipment allocated for each uplift are completed and processed and stored in accordance with organisational procedures.			
	2.4 Record any incidents, accidents, or events that arise during, or access restrictions that prevent the planned transport operation.			
	2.5 Check that uplift and transport documents required for legal compliance and quality assurance purposes are stored securely.			
	2.6 Record useful information about uplift sites and any restrictions affecting vehicle access for use in planning future uplifts.			
	2.7 Arrange for drivers to notify them by telephone of any circumstances that interfere with their ability to meet the schedule for any uplift.			
3. Resolve problems which affect the transportation of waste	3.1 Notify uplift site personnel if the planned uplift cannot take place on schedule.			
	3.2 Reschedule any delayed uplift and subsequent uplifts affected by a delay.			

	3.3 Advise drivers about adverse traffic or access problems notified to them before they leave or by telephone when they are in transit.			
	3.4 Arrange for assistance to be sent out to any vehicle that is disabled whilst carrying out the scheduled operation.			
	3.5 Resolve problems within own area of responsibility.			
4. Understand the regulations, procedures and requirements for revising planned waste transport operations	4.1 Describe appropriately details of work schedules and working procedures.			
	4.2 Describe appropriately organisational policies and why it is important to comply with them.			
	4.3 Describe appropriately the impact that different types of waste will have on the planning of waste operations.			
	4.4 Determine how to identify work-related hazards and difficulties.			
	4.5 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	4.6 Determine what information they are allowed to pass on to other people.			
	4.7 Describe appropriately the legal regulations, organisational procedures and codes of practice for the transport of waste and the operation of vehicles on the public highway.			
	4.8 Describe appropriately the characteristics of loads to be transported.			
	4.9 Describe appropriately the records and data that need to be kept to comply with organisational requirements.			
	4.10 Describe appropriately the principles of effective time and resource management for routing and scheduling waste transport operations.			
	4.11 Determine how to recognise the interrelationship of staff availability, drivers' hours, weather, traffic regulations, vehicle availability & suitability, traffic flows, and site access conditions when revising transport schedules.			
	4.12 Determine how to contact customers and arrange for rescheduled uplifts.			
	4.13 Determine how to access information to meet the responsibilities of their job.			
	4.14 Determine how to transmit operational information to drivers, colleagues and customers.			

5. Work in a manner which underpins effective performance	5.1 Recognise and act when others need support.			
	5.2 Be receptive to new ways of working.			

WO22: Control and carry out landfill operations

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

4. Resolve problems which arise from depositing waste on the landfill facility	4.1 Alert people promptly to emergencies and accidents which arise on the landfill site.			
	4.2 Arrange suitable assistance for vehicles that become disabled on the site.			
	4.3 Follow operational procedures promptly when dealing with accidents which result in personal injury or contamination of people.			
	4.4 Take steps immediately, and in accordance with operational procedures, to deal with the improper deposit of waste and any release of contamination to the environment.			
	4.5 Check that unsafe behaviour is avoided in accordance with the responsibilities of their job role and workplace procedures.			
	4.6 Report problems that cannot be resolved safely to the designated person.			
	4.7 Refer matters that affect the integrity of the landfill, or which pose a health and safety risk, to the designated person.			
	4.8 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for controlling and carrying out the landfill operations	5.1 Describe appropriately the potential hazards associated with different wastes.			
	5.2 Describe appropriately operational procedures and why it is important to comply with them.			
	5.3 Determine how to identify work-related hazards and risks.			
	5.4 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	5.5 Describe appropriately the organisational requirements and permit conditions for site operations.			
	5.6 Describe appropriately organisational documentation requirements for site operations.			
	5.7 Determine how to identify unacceptable waste in deliveries.			
	5.8 Determine how to deal with waste requiring specified operational techniques.			
	5.9 Determine how to assist the movement or recovery of vehicles on the facility.			
	5.10 Determine how to identify marks and hazard warning signs for potentially hazardous substances or materials.			

	5.11 Determine how to respond to accidents and emergencies on landfill sites.			
	5.12 Determine how to respond to operational problems which result from weather and environmental incidents.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO24: Clean and adjust small plant and equipment

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

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

	4.12 Determine the adjustments which are permitted within the job role.			
	4.13 Determine how to dispose safely of different types of waste and other residues.			
	4.14 Determine how to use hazardous substances data sheets.			
5. Work in a manner which underpins effective performance	5.1 Recognise and act when others need support.			
	5.2 Be receptive to new ways of working.			

WO25: Oversee waste process operations

Level: 3		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare equipment and materials to treat waste	1.1 Check the process equipment complies with operational requirements before processing is started.			
	1.2 Check equipment and materials to be used for processing are fully serviceable and ready for safe use in accordance with operational procedures.			
	1.3 Check workplace safety equipment is available, and functioning correctly, before processing is started.			
	1.4 Select and use the designated personal protective equipment (PPE) in accordance with operational procedures.			
	1.5 Check the work area and equipment is maintained, clean and prepared in order to start processing safely.			
	1.6 Follow start up procedures in line with operational procedures.			
2. Monitor and control waste process operations	2.1 Check the work area is left in a clean, safe and serviceable condition on completion of processing activity.			
	2.2 Follow shut down procedures in line with operational procedures.			
	2.3 Shut the process down safely in the event of any accident, incident, major failure of equipment or other emergency.			
3. Shutdown the processing operations	3.1 Conform to all operational procedures for the job.			
	3.2 Comply with operational guidelines for maintaining safety and security around the processing area.			
	3.3 Monitor the work process to ensure it conforms to quality control measures.			
	3.4 Adjust the process controls to ensure operations remain within specification.			
	3.5 Confirm the waste and other products of the process meet specifications in full compliance with operational requirements.			
4. Use and communicate data and information	4.1 Follow operational procedures to inform team members and other people in the vicinity when an operation is ready to start or be handed over.			

connected with waste process operations	4.2 Verify the detail in the documentation received with the waste is correct before the waste is processed.			
	4.3 Record waste processing information in line with acceptance procedures and confirm the waste acceptance criteria are met.			
	4.4 Report abnormalities in received waste or its documentation by bringing them to the attention of the designated person.			
	4.5 Record and report the presence of any unacceptable waste in accordance with operational requirements.			
	4.6 Report non-conformances of waste to the designated person.			
	4.7 Complete all documentation for the processing and dispatch of waste consignments, and check the details are correct for the waste to be dispatched.			
	4.8 Pass on information to other people where it is needed for other purposes.			
	4.9 Record, and report, defects in equipment, failure to meet processing requirements, accidents or other incidents in accordance with operational procedures.			
	4.10 Check processing records for quality assurance purposes are stored securely.			
	5. Resolve problems which arise from running waste process operations	5.1 Take steps to reconcile differences between delivery documentation and wastes received before starting process operations.		
5.2 Arrange for minor faults to be put right quickly in order to minimise disruption to processing schedules.				
5.3 Take steps, immediately, to deal with the spillage of waste and any release of contamination to the environment.				
5.4 Alert people, promptly, to emergencies and accidents which arise on the work site.				
5.5 Follow operational procedures promptly when dealing with accidents which result in personal injury or contamination of people.				
5.6 Check that unsafe behaviour is avoided in accordance with the responsibilities of the job role and workplace procedures.				
5.7 Refer matters that affect the integrity of the process, or which pose a health and safety risk, that are outside the responsibility of the job role.				
5.8 Resolve problems within own area of responsibility.				

6.Understand the regulations, procedures and requirements for overseeing waste process operations	6.1 Describe appropriately the potential hazards associated with different wastes.			
	6.2 Describe appropriately operational procedures and why it is important to comply with them.			
	6.3 Determine how to identify work-related hazards and risks.			
	6.4 Determine how to deal constructively with colleagues and other people and resolve disagreements.			
	6.5 Determine how to use personal protective equipment (PPE) in line with operational procedures.			
	6.6 Describe appropriately control measures and precautions to be used in handling wastes and treatment materials.			
	6.7 Describe appropriately the specifications for treated waste product and how to deal with variations from those specifications.			
	6.8 Describe appropriately the differences between batch waste treatment processes and continuous waste treatment processes.			
	6.9 Describe appropriately the procedures for dealing with outputs and residues.			
	6.10 Describe appropriately the procedures for checking process equipment.			
	6.11 Describe appropriately the methods which can be used to monitor the treatment process.			
	6.12 Describe appropriately the quality control parameters for the treatment processes.			
	6.13 Describe appropriately the methods of process adjustment to meet specification range.			
	6.14 Describe appropriately the approved methods of sampling from the treatment process.			
	6.15 Describe appropriately the procedures for dealing with spillages.			
	6.16 Determine the importance of ensuring the people carrying out the process are trained or qualified to do it.			
	6.17 Determine the hazards associated with wastes and treatment processes.			
	6.18 Determine how to check and confirm that documentation matches the wastes and materials to which it refers.			
	6.19 Determine how to deal with cases of non compliance of waste.			

	6.20 Determine the importance of hygiene, safety and maintaining good housekeeping practices and standards.			
	6.21 Determine how to use emergency stop procedures.			
	6.22 Determine the importance of emergency shutdown procedures and how to use them.			
7. Work in a manner which underpins effective performance	7.1 Recognise and act when others need support.			
	7.2 Be receptive to new ways of working			

WO8: Operate Equipment to install, remove and replace containers for waste

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Select and install containers for waste in line with operational procedures	1.1 Select containers which are suitable for the intended purpose.			
	1.2 Prepare containers for use.			
	1.3 Select and use personal protective equipment (PPE) in line with operational procedures.			
	1.4 Check handling equipment is fit for purpose and safe to use.			
	1.5 Load and unload containers to and from vehicles.			
	1.6 Install and position containers.			
2. Remove and replace containers for waste in line with operational procedures	2.1 Ensure the containers are safely accessible.			
	2.2 Use the designated personal protective equipment (PPE).			
	2.3 Check handling equipment is fit for purpose and safe to use.			
	2.4 Remove containers and load them safely onto a suitable vehicle.			
	2.5 Check that containers are stored in line with operational procedures.			
3. Use and communicate data and information relating to installing, removing and replacing containers for waste	3.1 Ensure data is used and communicated as detailed in operational procedures			
	3.2 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies.			
	3.3 Complete documentation in accordance with operational procedures.			
	3.4 Record out of specification, misused or damaged containers in accordance with operational procedures.			
4. Resolve problems which arise from installing, removing and replacing containers for waste	4.1 Make arrangements for clearing blockages to access for delivering or removing containers.			
	4.2 Arrange for out of specification, misused or damaged containers to be removed from service in accordance with operational procedures.			
	4.3 Report promptly situations where security at premises does not comply with organisational expectations or requirements.			

	4.4 Report defective equipment to the designated person.			
	4.5 Report discrepancies in the information being used when installing and removing containers to the designated person.			
	4.6 Report incidents, accidents, and near-misses in accordance with operational procedures.			
	4.7 Recognise and record defects.			
	4.8 Identify the nature of defects and methods to deal with them.			
	4.9 Deal with incidents, accidents, and near misses.			
	4.10 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for installing, removing and replacing containers for waste	5.1 Describe appropriately the potential hazards associated with different wastes.			
	5.2 Describe appropriately operational procedures and why it is important to comply with them.			
	5.3 Determine how to identify work-related hazards and risks.			
	5.4 Describe appropriately safe loading and unloading procedures.			
	5.5 Describe appropriately load restraint techniques			
	5.6 Determine how to identify containers for waste.			
	5.7 Determine how to select containers suitable for requirements.			
	5.8 Describe appropriately the nature and characteristics of containers for waste.			
	5.9 Determine How to deal with poor labelling or identification of containers for waste.			
	5.10 Determine How to prepare containers for waste for use.			
	5.11 Determine How to operate handling equipment safely.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			
7. Work in a manner which underpins effective performance	7.1 Recognise and act when others need support.			
	7.2 Take responsibility for resolving problems in their work area.			

WO28: Mechanically handle waste

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Prepare to use mechanical handling equipment to load, move, and unload waste	1.1 Select and use the designated personal protective equipment (PPE) in compliance with operational requirements.			
	1.2 Undertake daily checks and confirm the mechanical handling equipment and its attachments and accessories are working in accordance with operational and manufacturer's procedures.			
	1.3 Check all required certification is in date for the piece of equipment to be used.			
	1.4 Check that risk assessments have been completed before operations are started.			
	1.5 Confirm the machine complies with legal requirements where it is used on the public highway.			
2. Load, move and unload waste using mechanical handling equipment	2.1 Operate machinery in accordance with work instructions and organisational procedures.			
	2.2 Ensure data is used and communicated as detailed in operational procedures			
	2.3 Make sure the machine is operated within its safe working limit.			
	2.4 Operate mechanical handling equipment in a manner which minimises the potential for damage to colleagues, pedestrians, and other vehicles.			
	2.5 Keep the working area clean, tidy, and in a safe condition.			
	2.6 Comply with operational procedures and documents when handling waste.			
	2.7 Check and confirm the equipment to be used is suitable for the characteristics of the waste.			
	2.8 Make sure that the waste is handled in a safe manner.			
	2.9 Make sure the load being handled is stable at all times.			
	2.10 Make sure the work area is free from obstructions at all times during operations.			
	2.11 Monitor the work environment continuously to minimise risk			

3. Use and communicate data and information	3.1 Provide information to others to complete all documentation associated with the handling of the load.			
	3.2 Report situations where waste does not comply with documentation.			
	3.3 Report defects on equipment, and in the work area, when handling waste.			
4. Resolve problems which arise from mechanically handling waste	4.1 Deal with emergencies and spillages in line with operational procedures.			
	4.2 Rectify and resolve any discrepancies between the paperwork and the waste before it is loaded or unloaded.			
	4.3 Check defects in the specialist handling equipment are rectified before using it.			
	4.4 Take steps immediately in accordance with operational procedures to ensure unsafe conditions are dealt with.			
	4.5 Advise colleagues or managers of situations which require their attention.			
	4.6 Report situations which are outside the job role responsibilities in line with organisational procedures.			
	4.7 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for mechanically handling waste	5.1 Describe appropriately the potential hazards associated with different wastes.			
	5.2 Describe appropriately operational procedures and why it is important to comply with them.			
	5.3 Determine How to identify work-related hazards and risks.			
	5.4 Describe appropriately the techniques for handling loads.			
	5.5 Describe appropriately the legal requirements for operating machines on the public highway.			
	5.6 Explain the process for ensuring that risk assessments are in place.			
	5.7 Determine the physical and handling characteristics of wastes and containers.			
	5.8 Determine how adverse conditions can affect the handling of loads.			
	5.9 Determine how to work in a manner which minimises the potential for damage to buildings and vehicles.			

	5.10 Determine how to work in a manner that minimises the risk of injury to colleagues and pedestrians.			
	5.11 Determine how to recognise and prevent distortion or movement of stored waste whilst picking up and placing loads.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO7: Control the risk from vehicle and plant movements on waste management facilities

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Control the risk from vehicle and mobile plant movements in line with operational and location-specific procedures	1.1 Direct the vehicle driver to the designated loading or unloading area.			
	1.2 Explain the hand signals they will use to users of the site.			
	1.3 Give hand signals to the driver to assist with the safe movement and positioning of the vehicle or mobile plant.			
	1.4 Ensure drivers of plant, and vehicles and their crews, comply with safe working practice.			
	1.5 Check mobile plant and vehicle drivers and their crew use the PPE specified for the site.			
	1.6 Check vehicles manoeuvring to and from public roads and the site are properly directed to avoid harm or nuisance to other road users, users of the site, and pedestrians.			
2. Maintain the safety of pedestrians and workers in line with operational and location-specific procedures	2.1 Check and confirm the designated walking areas are clear and safe for use by pedestrians.			
	2.2 Check pedestrians do not enter vehicle or plant operating areas unless directed to do so.			
	2.3 Check vehicle crews comply with organisational procedures during vehicle movements on the site.			
	2.4 Check pedestrians and visitors to the site are properly authorised and understand and obey the site rules and practices.			
3. Use and communicate data and information to enable risk to be controlled	3.1 Inform all site visitors and users about the rules governing access to and movement on the site and the requirements for PPE in accordance with organisational procedures.			
	3.2 Report promptly incidents which compromise the safe movement of vehicles, plant, drivers, crews, workers and pedestrians on the site in accordance with organisational procedures.			

	3.3 Report infringements of site rules in accordance with site operational procedures.				
	3.4 Inform drivers of problems they may encounter during vehicle or mobile plant movements on the site or when leaving the site.				
	3.5 Inform drivers of defects that may breach organisational procedures.				
	3.6 Record and report defective fixtures, fittings or equipment on the site.				
	3.7 Advise plant and vehicle drivers about load security in compliance with organizational and legal requirements.				
	3.8 Advise plant and vehicle drivers of any height or width restrictions that may affect the movement of the vehicle or mobile plant on site.				
	3.9 Give instructions to vehicle crews, work colleagues, and other pedestrians, on how to move safely around the site.				
	3.10 Report accidents or near-miss incidents witnessed on site in accordance with organisational requirements.				
	4. Resolve problems from vehicle and mobile plant movements which compromise safety	4.1 Deal with unsafe behaviour in accordance with responsibilities of the job role and operational procedures.			
		4.2 Refer matters outside the responsibility of the job role to designated personnel.			
4.3 Cordon off any area on site that becomes dangerous due to site operations, and notify the designated personnel.					
4.4 Arrange for spillage, from vehicles or plant on the site, to be made safe and cleared up.					
4.5 Resolve problems within the limits of own responsibility					
5. Understand the regulations, procedures and requirements for controlling the risk from vehicle and plant movements on waste management facilities	5.1 describe appropriately the classifications and types of waste.				
	5.2 Describe appropriately the potential hazards associated with different wastes.				
	5.3 Describe appropriately operational procedures and why it is important to comply with them.				
	5.4 Determine how to identify work-related hazards and risks.				
	5.5 Describe appropriately workplace procedures for the operation of vehicles and mobile plant.				
	5.6 Describe appropriately operating procedures for the location of vehicles and mobile plant.				

	5.7 Describe appropriately rules and operations for the site location.			
	5.8 Determine How to recognise vehicle and mobile plant characteristics and turning restrictions.			
	5.9 Determine The types of problems which can occur in forward and reverse movements.			
	5.10 Determine How to recognise and deal with hazardous substances that may be spilled from vehicles or plant on the site.			
	5.11 Determine Potential risks that pedestrians are exposed to from vehicle and mobile plant movements.			
	5.12 Determine How to prevent pedestrians breaching organisational regulations.			
	5.13 Determine how to recognise and respond to incidents that interfere with operations.			
	5.14 Determine how to communicate in a way that achieves a positive and timely outcome.			
	5.15 Determine how to select and use personal protective equipment.			
	5.16 Determine how to report non-compliance issues.			
	5.17 Determine how to ensure the safety of road users when manoeuvring vehicles onto public roads.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO38: Manual handling, lifting and moving of loads in a waste environment

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Understand how to prepare for handling and lifting loads	1.1 Describe the process for identifying if loads are safe to move			
	1.2 Explain the reasons for planning a route when moving loads			
	1.3 Give examples of safe handling techniques.			
2. Understand procedures and instructions for handling and lifting loads	2.1 Describe company guidelines and procedures for safe handling and moving loads			
	2.2 Describe the relevant health and safety regulations for the safe handling and movement of loads			
	2.3 Give examples of the consequences of using unsafe techniques to self and others			
3. Be able to handle and lift loads	3.1 Select safe and efficient routes for moving items			
	3.2 Wears assigned personal protection equipment when moving loads			
	3.3 Use safe and approved handling techniques when moving loads			
	3.4 Resolves problems within own area of personal responsibility			
	3.5 Report problems outside own personal responsibility to resolve to designated personnel			

WO33: Contribute to maintaining sustainable development and environmental good practice at work

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Carry out work in a manner which minimises environmental damage	1.1 Carry out work in a manner which minimises environmental damage: pollution; physical disturbance.			
	1.1 Select and use recyclable materials, static and mobile plant that will minimise environmental damage: Pollution: physical disturbance.			
	1.3 Follow approved procedures and practices specific to the work activity			
	1.4 Comply with health, safety and environmental impacts of the work activity			
	1.5 Ensure materials and resources are appropriate for the work activity			
	1.6 Work in accordance with identified procedures and practices			
	1.7 Recognise any potential environmental impacts and take the appropriate action: Pollution; physical disturbance.			
2. Understand operational processes to ensure environmental good practice.	2.1 Describe the operational processes to ensure environmental good practice.			
3. Understand operational processes to recommend improvements to maintain environmental good practice.	3.1 Describe the operational process to maintain environmental good practice.			
	4.1 Identify materials for disposal			

4. Know how to dispose of waste	4.2 Determine health, safety and environmental implications for disposal of wastes.			
	4.3 Ensure procedures for disposal of waste are appropriate.			
	4.4 Describe how to dispose of waste in accordance with approved procedures and practices.			
5. Deal with small scale pollution incidents in accordance with approved procedures and practices	5.1 Identify the pollution incident			
	5.2 Determine the health, safety and environmental impacts of the incident			
	5.3 Ensure procedures to minimise environmental impact are appropriate in accordance with approved procedures and practices.			
	5.4 Deal with pollution incident in accordance with approved procedures and practices.			
6. Report more serious pollution incidents to the relevant people	6.1 Report more serious pollution incidents to the relevant people, for example: - Accidents which cause personal injury - Changes in an individual's health which puts them at risk.			
7. Report environmental incidents promptly and accurately in accordance with approved procedures and practices	7.1 Report environmental incidents promptly and accurately in accordance with approved procedures and practices, for example: - Accidents which cause personal injury - Changes in an individual's health which puts them at risk.			
8. Understand own role in contributing to sustainable development during work activities	8.1 Describe areas where you are able to contribute to sustainable development during work activities, for example: - conservation of energy - use of resources and equipment to minimise environmental damage.			
9. Understand how to contribute to maintaining sustainable development and environmental good practice at work	9.1 Determine the most suitable choice of materials and equipment given the nature of the work activity and its potential impact on the environment			
	9.2 Describe ways in which tools and materials should be used in order to minimise environmental damage			
	9.3 Identify organisational and legislative requirements in terms of minimising environmental damage			

	9.4 Describe types of damage which may occur; the impact these can have on the environment and the corrective actions to be taken			
	9.5 Compare methods of waste disposal which will minimise the risk to the environment			
	9.6 Explain appropriate ways of recognizing and dealing with small scale pollution incidents			
	9.7 Describe the procedures in place for dealing with pollution incidents			
	9.8 Identify the limits of own capabilities with regard to pollution incidents.			
	9.9 Identify those to whom pollution and other environmental incidents should be reported.			

WO27: Exchange responsibility for control of waste processing operations

Level: 1		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Hand over responsibility for the control of the waste process to an incoming operator	1.1 Follow operational procedures for handing over responsibility both during and at the end of a work period.			
	1.2 Ensure the incoming operator knows that decisions outside the operator's job role responsibilities must be referred to the designated person.			
	1.3 Inform the incoming operator about on-going problems, before responsibility is handed over and confirm they are entered in the operating log.			
	1.4 Confirm the current operational settings for treatment and associated equipment according to operating requirements.			
	1.5 Confirm completion of handover and that incoming operator accepts responsibility in accordance with operational requirements.			
2. Accept responsibility for the control of waste processing from an outgoing operator	2.1 Confirm information provided by the outgoing operator is understood before accepting responsibility, and that issues of concern are clarified before handover.			
	2.2 Ensure issues of concern are entered in the operating log.			
	2.3 Confirm all the operational settings for treatment and associated equipment are received from the outgoing operator and are recorded accurately.			
	2.4 Accept responsibility when all the information needed for continuing the process operation in accordance with operational procedures is complete.			
3. Use and communicate data and information required for the handover process	3.1 Confirm the incoming operator understands the information provided and questions are answered before handing over responsibility.			
	3.2 Provide the incoming operator with accurate and up-to-date information about the current process conditions and settings, and confirm the process records are complete.			

	3.3 Relay special instructions applying to the process or materials and ensure the incoming operator understands the instructions.			
	3.4 Check the incoming operator is informed fully about problems and steps taken to resolve them, and other safety, health and environment matters which relate to the process.			
	3.5 Maintain operational logs for information passed onto incoming operators.			
	3.6 Record and report discrepancies in data or information required by operational procedures to the designated person.			
	3.7 Check documentation is legible and clear, and seek confirmation from the designated person if there are doubts or discrepancies.			
4. Resolve problems for the control of waste processing which arise during the exchange of responsibility	4.1 Resolve instances where information is missing or unclear, as an incoming operator and as an outgoing operator.			
	4.2 Agree, with the designated person, responsibility for passing information about operational or staffing situations that have arisen.			
	4.3 Report situations which are outside the responsibility of the job role to the designated person.			
	4.4 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for exchanging responsibility for control of waste processing operations	5.1 Describe appropriately operational procedures and why it is important to comply with them.			
	5.2 Determine How to identify work-related hazards and risks.			
	5.3 Describe appropriately the operational procedures for maintenance of health and safety and environmental permit compliance.			
	5.4 Determine the responsibilities of both the incoming and outgoing operators for providing, understanding and clarifying information.			
	5.5 Determine how to provide data and other information effectively and efficiently.			
	5.6 Determine how, where, and when to record and store data and information.			
	5.7 Determine how, and when, to use verbal and written communications effectively.			
	5.8 Determine the importance of passing on information about problems encountered during the previous period, causes, and steps taken to resolve them.			

	5.9 Determine problems that might arise, symptoms, and steps to take to deal with them.			
	5.10 Determine the expected operational performance of the treatment process.			
	5.11 Determine where, and how, to access accurate and up-to-date records of the treatment operation and the need to keep it maintained and current.			
	5.12 Determine the timing of significant stages in the process.			
	5.13 Determine the status of stocks of raw waste, treatment materials, and other necessities.			
	5.14 Determine the present health and safety status of the treatment operation.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO26: Maintain the condition of waste process equipment

Level: 2		Evidence Type	Portfolio Ref Number	Comments
Learning Outcome	Assessment Criteria			
1. Confirm waste processing equipment conforms to operational requirements	1.1 Check the operation of the processing equipment during both operational and non-operational conditions.			
	1.2 Check all elements of the risk assessment for carrying out examinations on the equipment are observed, and follow all safe working systems.			
	1.3 Ensure data is used and communicated as detailed in operational procedures			
2. Clean, maintain and adjust waste process equipment to specification	2.1 Carry out cleaning and maintenance during both operational and non-operational conditions in accordance with operational procedures.			
	2.2 Check that the work area is safe for the cleaning and maintenance work to be carried out.			
	2.3 Select and use the designated personal protective equipment (PPE) in line with operational requirements.			
	2.4 Follow operational maintenance procedures for cleaning, lubricating, adjusting, dismantling and reassembling the equipment.			
	2.5 Select, use and dispose of materials, residues maintenance substances, tools and equipment specified in the maintenance procedures.			
3. Use and communicate data and information	3.1 Use and erect warning signs to indicate potential hazards around the work area.			
	3.2 Comply with Permit to Work documentation to meet operational requirements before the work is started.			
	3.3 Complete performance documentation legibly and accurately and store the documents according to organisational requirements.			
	3.4 Notify the designated person when process performance fails to meet organisational requirements.			
	3.5 Report - to the designated person - defective equipment that cannot be rectified within the responsibilities of the job role.			

	3.6 Comply with operational procedures and guidelines whilst undertaking maintenance work.			
4. Resolve problems which arise from maintaining waste processing equipment	4.1 Remove defective equipment from service and initiate repair procedures.			
	4.2 Label and store defective equipment in a manner which prevents its use by others.			
	4.3 Bring to the attention of the designated person hazards that arise in the working area.			
	4.4 Arrange for replacement equipment to be available when essential equipment is removed from service for major repair or replacement.			
	4.5 Resolve problems within own area of responsibility.			
5. Understand the regulations, procedures and requirements for maintaining the condition of waste process equipment	5.1 Describe appropriately the potential hazards associated with different wastes.			
	5.2 Describe appropriately operational procedures and why it is important to comply with them.			
	5.3 Determine How to identify work-related hazards and risks.			
	5.4 Describe appropriately the permit conditions for the site to operate and maintain the equipment.			
	5.5 Describe appropriately the isolation procedures for treatment equipment.			
	5.6 Describe appropriately the access requirements and safety interlocks to maintain equipment.			
	5.7 Describe appropriately the different types of identifications to use for plant and equipment which is unsuitable to use.			
	5.8 Describe appropriately Environmentally safe disposal of cleaning fluids, residues and other materials.			
	5.9 Describe appropriately Emergency procedures related to cleaning and maintenance operations.			
	5.10 Describe appropriately the organisational requirements for records about performance, adjustments, maintenance and repair, and parts and materials used.			
	5.11 Determine How to initiate and use organisational authorisation procedures.			
	5.12 Determine The items needing dismantling prior to cleaning and maintenance, and reassembly.			

	5.13 Determine The adjustment parameters and how to make operator adjustments.			
	5.14 Determine How to immobilise unserviceable equipment.			
	5.15 Determine The cleaning materials, maintenance tools and equipment required for different jobs.			
	5.16 Determine How to clean and maintain tools and equipment used to carry out maintenance.			
	5.17 Determine How to access risk assessments for inspecting, and maintaining the equipment.			
	5.18 Determine The items that require dismantling prior to cleaning and maintenance, and how to reassemble them.			
	5.19 Determine How to report defective equipment.			
	5.20 Determine how to communicate instructions and information to other people.			
6. Work in a manner which underpins effective performance	6.1 Recognise and act when others need support.			
	6.2 Be receptive to new ways of working.			

WO9: Transportation of waste

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

	4.4 Report situations which are outside the job role responsibilities in line with operational procedures.			
	4.5 Resolve problems to improve vehicle performance.			
5. Understand the regulation procedures and requirements for maintaining the condition of waste process equipment	5.1 describe appropriately the classifications and types of waste.			
	5.2 Describe appropriately the potential hazards associated with different wastes.			
	5.3 Describe appropriately details of operational procedures and documentation.			
	5.4 Describe appropriately operational procedures and why it is important to comply with them.			
	5.5 Determine How to identify work-related hazards and risks.			
	5.6 Determine How to deal constructively with colleagues and other people and resolve disagreements.			
	5.7 Determine How to use personal protective equipment (PPE) in line with operational procedures.			
	5.8 Determine The limits of the job responsibility when communicating with others.			
6. Understand the specific regulation procedures and requirements for transportation of waste	6.1 Describe appropriately vehicle controls, equipment, and their functions.			
	6.2 Describe appropriately vehicle handling and characteristics.			
	6.3 Describe appropriately load characteristics and their effects on vehicle performance.			
	6.4 Describe appropriately the methods of checking vehicle performance.			
	6.5 Describe appropriately the requirements of the organisation receiving the load.			
	6.6 Describe appropriately Legislation affecting the vehicle, its driver, and its load.			
	6.7 Determine how to identify variances in vehicle performance, remedy them or report them.			
	6.8 Determine how to identify deviations from the schedule of operations.			
	6.9 Determine how to establish load stability.			
	6.10 Determine how to manoeuvre safely and effectively.			

	6.11 Determine how to minimise wear and tear and the risk of accidents.			
	6.12 Determine how to deal with accidents, breakdowns or other problems.			
	6.13 Determine how to accommodate special instructions in route and schedule planning.			
	6.14 Determine the potential environmental impact of the vehicle and its load.			
7. Work in a manner which underpins effective performance	7.1 Recognise and act when others need support.			
	7.2 Take responsibility for resolving problems in their work area.			

Appendix 1: Qualification Structure

To achieve this qualification, learners must complete 10 units. This will require them to complete:

- All of the units in Group A (the mandatory group).
- One unit from Group B.
- Any three units from the remaining Groups ensuring that at least one of the Units is at Level 2 and in doing so complying with any restrictions associated with groups C, D and E should you choose any units from these groups to count towards your optional total.

Mandatory Group A

Learners must complete all units in this group to achieve the qualification.

Ofqual Code	Unit Title	Level	CIWM Code
D/601/1553	Work with others to improve customer service	3	ICSD8
J/503/1169	Conforming to productive working practices in the workplace	2	CS642
T/602/1439	Maintain a healthy and safe working environment for waste management activities	2	WO1
T/602/1263	Working with other people	1	WO2
T/602/1389	Contribute to the sustainability, maintenance and preservation of the environment	2	WO29
M/602/1262	Comply with emergency procedures on waste management activities	2	WO3

Optional Units B

Learners must complete one unit from this group and in doing so achieve the qualification.

Ofqual Code	Unit Title	Level	CIWM Code
M/600/9600	Set objectives and provide support for team members	3	MSCB5
Y/600/9669	Plan, allocate and monitor work of a team	3	MSCD5
K/601/7615	Operate the Weighbridge	3	WB4Q
Y/602/1367	Process received waste	1	WO19
K/602/1261	Manual collection of waste	1	WO4
T/602/1067	Transportation of waste	1	WO9

Optional Units C

Only one of these units can be selected and counted towards the overall qualification. Candidates do not have to select units from this group

Ofqual Code	Unit Title	Level	CIWM Code
F/602/1072	Unloading a hazardous waste transport vehicle	2	WO6a
A/602/1071	Unloading a non-hazardous waste transport vehicle	2	WO6b
T/602/1070	Unloading an inert waste transport vehicle	2	WO6c

Optional Units D

Only one of these units can be selected and counted towards the overall qualification. Candidates do not have to select units from this group

Ofqual Code	Unit Title	Level	CIWM Code
Y/602/1076	Loading a waste transport vehicle	2	WO5
R/602/1075	Loading a hazardous waste transport vehicle	2	WO5a
L/602/1074	Loading a non-hazardous waste transport vehicle	2	WO5b
J/602/1073	Loading an inert waste transport vehicle	2	WO5c

Optional Units E

Only one of these units can be selected and counted towards the overall qualification. Candidates do not have to select units from this group.

Ofqual Code	Unit Title	Level	CIWM Code
K/602/1373	Maintain the security of waste management facilities	1	WO13
F/602/1380	Conduct environmental monitoring on a waste management facility	2	WO23

Optional Units F

If no units have been selected from either Groups C, D and E then the learner needs to complete three units from this group.

Ofqual Code	Unit Title	Level	CIWM Code
J/601/8884	Support customer service improvements	2	C&G017
A/601/7182	Manage the traffic office	3	LOG9
L/600/9586	Manage own professional development within an organisation	3	MSCA2
H/600/9688	Participate in meetings	2	MSCD12
M/600/9676	Support learning and development within own area of responsibility	4	MSCD7
M/601/1511	Resolve customer service problems	2	ICSC3
Y/602/1370	General duties on waste facilities	1	WO16
A/602/1376	Validation of waste	2	WO10
T/602/1375	Acceptance of waste	2	WO11
T/602/3210	Support safety around waste collection vehicles	1	WO14a
D/602/1385	Mechanically handle waste	1	WO28
R/602/2078	Manual handling, lifting and moving of loads in a waste environment	1	WO38
H/601/7614	Conform to general workplace environmental requirements	2	WB3Q
F/602/1069	Control the risk from vehicle and plant movements on waste management facilities	2	WO7
Y/601/7626	Direct vehicle movements on site	2	WB8Q
A/602/1684	Organise the transportation of loads in a waste environment	3	WM53
F/602/1685	Contribute to the provision of customer service in a waste environment	2	WM67
A/602/1068	Operate equipment to install, remove and replace containers for waste	1	WO8
H/602/1369	Direct waste delivery crews on a waste management facility	1	WO17
D/602/1368	Store waste and operating materials within a waste management facility	3	WO18
F/602/1377	Dispatch stored and received waste	1	WO20
J/602/1378	Revise planned waste transport operations	3	WO21
L/602/1379	Control and carry out landfill operations	2	WO22
J/602/1381	Clean and adjust small plant and equipment	2	WO24
L/602/1382	Oversee waste process operations	3	WO25
D/602/1600	Maintain the condition of waste process equipment	2	WO26
Y/602/1384	Exchange responsibility for control of waste processing operations	2	WO27
J/602/1395	Contribute to maintaining sustainable development and environmental good practice at work	2	WO33
T/602/1067	Transportation of waste	1	WO9

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