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# WAMITAB Level 4 Diploma for Management of Sustainable Recycling Activities (QCF)

## Handbook



Waste Management Industry  
Training and Advisory Board

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## Qualification Structure

Candidates must complete all mandatory units which are applicable to all candidates (regardless of which pathway is chosen). Candidates must then complete all Remediation Mandatory Units (those which are only mandatory to those candidates who have chosen the Remediation Pathway). Candidates must then choose 4 further units from Pathways Option Group 1 and 2. Candidates can take a maximum of one unit from Pathways Option Group 1, but are not required to take any units from this group. Where no units are taken, candidates must therefore take all 4 units from Pathways Option Group 2.

In doing so candidates will complete 12 units.

### ***Mandatory Units***

Candidates must complete all units within this group, regardless of which pathway they choose.

- Monitor procedures to safely control work operations (Y/601/5875)
- Manage improvements to waste management operations (K/602/1504)
- Procedural Compliance (K/602/1423)
- Provide leadership and direction for own area of responsibility (T/600/9601)
- Manage physical resources (K/600/9711)
- Manage the environmental impact of work activities (M/600/9712)

### ***Remediation Mandatory Group***

Candidates who have chosen the Remediation Pathway must complete all units in this group.

- Manage site operations for the remediation of contaminated land (M/602/1407)
- Manage the movement, sorting and storage of waste (A/602/1670)

### ***Pathways Option Group 1***

Candidates can choose a MAXIMUM of one unit from this group. Candidates do not have to choose units from this group. If no units are taken from this group the candidate must choose all four units from Pathways Option Group 2.

- Generate and retain waste and resource management business (H/602/1503)
- Manage customer care programs to improve waste management services (R/602/1433)
- Contribute to the sustainability, maintenance and preservation of the environment (T/602/1389)
- Control work activities on a waste management facility (Y/602/1501)
- Manage the transfer of outputs and disposal of residues from remediation of contaminated land (K/602/1406)
- Contribute to maintaining sustainable development and environmental good practice at work (J/602/1395)
- Conform to General Workplace Environmental Requirements (H/601/7614)
- Operate the Weighbridge (K/601/7615)
- Direct Vehicle Movements on Site (Y/601/7626)
- Maintain Vehicle Crew Compliance with Operational Requirements (D/601/7627)
- Control the Sale of Stocked Material or Products (H/601/7628)
- Conforming to General Safety in the Workplace (F/600/7138)
- Conform to Efficient Working Practices in the Workplace (D/601/7613)
- Manage the traffic office (A/601/7812)
- Contribute to the provision of customer service in a waste environment (F/602/1685)
- Resolve customer service problems (M/601/1511)
- Support customer service improvements (A/601/1530)
- Work with others to improve customer service (D/601/1553)
- Manage own professional development within an organisation (L/600/9586)
- Set objectives and provide support for team members (M/600/9600)
- Plan, allocate and monitor work of a team (Y/600/9669)
- Participate in meetings (H/600/9688)
- Make effective decisions (F/600/9715)
- Plan waste transport operations (M/602/1505)
- Organise the Transportation of Loads (A/601/7618)

### ***Pathways Option Group 2***

If no units are taken from Pathways Option Group 1 the candidate must choose four units from Pathways Option Group 2. If the candidate chooses a unit from Pathways Option Group 1 then only three units must be taken from this group

- Manage and maintain effective systems for responding to emergencies (M/602/1424)
- Control maintenance and other engineering operations (D/602/1435)
- Identify and evaluate sustainable resources in a waste environment (T/602/1683)
- Review the quality of customer service (J/601/1238)
- Ensure compliance with legal, regulatory, ethical and social requirements (H/600/9609)
- Implement change in own area of responsibility (M/600/9659)
- Work productively with colleagues and stakeholders (M/600/9662)
- Recruit staff in own area of responsibility (T/600/9663)
- Manage and Plan an Operational Area within an Organisation (R/502/6363)
- Plan, allocate and monitor work in own area of responsibility (H/600/9674)
- Support learning and development within own area of responsibility (M/600/9676)
- Manage a budget for own area or activity of work (A/600/9695)

## Qualification Summary

Achievement of the qualification demonstrates competence by the learner to operate appropriately and in accordance with employment requirements as determined by the units selected, within the Environmental Services Industry.

The qualification is assessed 'on-the-job' at a suitable environmental services facility which may include working on public highways or other areas accessible by the public or other persons.

The qualification provides progression opportunities by utilising units that are common to other waste management QCF qualifications. Furthermore, earlier qualification of a similar type can, through for example, recognition of prior learning (RPL), enable progression to the learner to achieve this or other qualifications appropriate to their employment.

## Qualification Assessment Guidance

Suggested evidence types for the headings are as follows:

**Observation;** 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;** candidate statements, verbal questioning, professional discussion, written questions, product evidence supported by questioning

**Simulation / Realistic working environment;** should be used as a last resort where allowed. Please see the Energy and Utility Skills Assessment Strategy for further information.

## Glossary of Verbs and Qualitative Statements

**Explain:** show an understanding of the content/process mentioned. Include what it is, how it works, what it looks like, what it does, how it happens, why it happens, relevant reasons. The answer should make it plain or comprehensible.

**Describe:** provide a vivid picture of what it is. Use of imagery, adjectives and adverbs make it vivid and more understandable. Describe may also convey an idea and impart facts.

**Evaluate/Justify:** learner must look at whatever the required content/process, etc is and suggest other the relevance/significance/ possible outcomes/results/ possibilities. It is the process of exploring, checking and suggesting a likely outcome with reasons

**Analyse:** look at something/a process/etc using given classifications/principles to gain a further understanding

**Demonstrate:** a doing verb which requires the learner to show he can actually do whatever the AC requires. The learner will have to provide evidence of him/her actually doing the requirements of the AC/task. It is about application of knowledge and skills rather than just talking about them. The evidence for this can be the learner discussing the task with an assessor and then showing that he has done it by nature of documentation, video, etc. It is not enough to actually just write about it unless the task requires such evidence as the production of a balance sheet, health and safety guidance, etc

**List:** produce a number of relevant items which apply to the question. Further description is not required.

**Identify:** for most ACs this requires the learner to list and describe what is required or relevant to produce a required outcome or requires the learner to make choices to achieve a particular aspect of their job. At levels 4, 5 and 6 this would require the learner to say what is available, make the choice and then to explain or justify why the choice was made.

**Develop:** Build a process or activity or understanding either from scratch or forward from the existing product into something workable.

**Manage:** after a development process ensure that the product/process etc works using relevant management techniques. This is very much a “doing” activity.

**Apply:** put something into action - a “doing” task which requires “real” evidence from a workplace scenario.

**Implement:** A “doing” task. After a development process, ensure that the product/process is actually employed and/or used by self and others during work activities.

**Differentiate:** look at the characteristics of an item or situation and explain the differences.

**Distinguish:** look at the characteristics of an item or activity and explain the difference. Use this evaluation to pick an appropriate item/activity in the context of the requirements of the assessment criteria.

**Compare:** look at the characteristics of an item or activity and note the similarities and differences. This is more often used at level 1 and 2.

**Critically Compare:** look at the characteristics of an item or situation, note the similarities and differences and their respective positive and negative aspects. In some cases, the can include the use of the comparison in context as the basis for decision making. This is generally used at level 3 and above.

**Recognise:** be aware of, familiar with and able to identify an activity or product.

#### Terms often used to provide a qualitative benchmark for assessment evidence

**Appropriate** - provide evidence which is specific to the assessment criteria and relevant to the operation.

**Suitable** - Due consideration has been given to the context of the site/waste type/operation/safety regulations in the formulation of the response/evidence.

**Compliant/compliance** - Evidence/response meets clearly defined operational and/or regulatory guidance in relation to the work activity.

**Constructive** - Possibilities for positive improvement have been considered, perhaps with examples of suggested improvements and the positive/negative aspects of the work activity.

**Proper** - that which would be expected based on the regulatory/operational/procedural guidelines for the work activity.

## Standards and Assessment Guidance - Mandatory Units

Candidates must complete all units from this group.

### Monitor procedures to safely control work operations

Level: 3		Observation	Question and Answer	Realistic working environment
Credit Value:4				
Learning Outcome	Assessment Criteria			
1. be able to check that health and safety instructions are followed	1.1 keep up to date with health and safety regulations and workplace instructions, making sure that information is from reliable sources.	x	x	
	1.2 conduct monitoring of the workplace at agreed intervals and in accordance with workplace instructions.	x	x	
	1.3 confirm that workers are health and safety competent as defined in their job role and that identified health and safety training needs have been met.	x	x	
	1.4 communicate workplace instructions and receive feedback.	x	x	
2. be able to recommend changes to health and safety workplace instructions.	2.1 respond to any breaches of health and safety instructions in a way which meets workplace and legal requirements	x	x	
	2.2 make recommendations for any changes to health and safety workplace instructions to the responsible people.	x	x	
3. be able to make sure that hazards and risks are	3.1 maintain accurate records of workplace irregularities.	x	x	

controlled safely and effectively.	3.2 check other people are aware of the hazards/risks and know the action(s) to be taken to minimise them.	x	x	
	3.3 confirm that appropriate precautions to control risks have been agreed with the people responsible for health and safety.	x	x	
	3.4 review to make sure all recommended action has been taken.	x	x	
	3.5 report any conflicts that still exist between workplace and legal requirements.	x	x	
4. know how to monitor procedures to safely control work operations	4.1 explain employers' and employees' legal responsibilities for health and safety in the workplace.	x	x	
	4.2 explain the difference between 'hazard', 'risk' and 'control'.	x	x	
	4.3 describe the types of information available from reports and records covering the workplace.		x	
	4.4 explain the importance of evaluating information from reports and records covering the workplace.		x	

### Manage improvements to waste management operations

Level: 4		Observation	Question and Answer	Realistic working environment
Credit Value: 7				
Learning Outcome	Assessment Criteria			
1. Identify and plan improvements to waste management operations	1.1 Monitor and evaluate operations at intervals to identify potential improvements.	x	x	
	1.2 Establish a system for personnel to make recommendations on improvements to systems and operations.	x	x	
	1.3 Evaluate the costs and benefits of potential improvements against company objectives.	x	x	
	1.4 Evaluate the potential impact of any proposed improvements on other aspects of site operations.	x	x	
	1.5 Prepare a project plan for implementing the agreed improvement proposal and get agreement with internal and external contacts.	x	x	
	1.6 Review Risk Assessments for any changed working practices created by the improvement.	x	x	
	1.7 Review the training records to ensure that all skills needed for the improvement can be met.	x	x	

2. Implement and evaluate improvements to waste management operation	2.1 Provide clear and sufficient information on the improvement plan to enable those responsible for implementing the plan to carry it out.	x	x	
	2.2 Monitor and ensure implementation of the plan against the agreed specifications, schedules and budget.	x	x	
	2.3 Manage activities to rectify any deviations from the plan, specifications, schedules or budget.	x	x	
	2.4 Evaluate project results against previous performance for expected costs, operational benefits and environmental impact.	x	x	
	2.5 Report the results of their evaluation in the agreed format and timescale.	x	x	
	2.6 Manage all procedures connected with the improvement to enhance or maintain the quality of the organisation's work.	x	x	
3. Use and communicate data and information	3.1 Present recommendations for improvements to colleagues and managers in ways which suit the type of information being given.	x	x	
	3.2 Communicate the programme of work and operational instructions to all people involved in or affected by the improvement.	x	x	
	3.3 Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention.	x	x	

4. Resolve problems which arise from managing improvements	4.1 Seek expert advice to resolve situations which are outside the responsibility of the job role.	x	x	
	4.2 Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the fulfilment of the proposed improvement.	x	x	
	4.3 Implement any additional training needs caused by the improvement.	x	x	
	4.4 Identify any problems in achieving the expected project outcomes and make contingency arrangements for their resolution.	x	x	
	4.5 Arrange for any sub standard work to be remedied.	x	x	
5. Understand the underpinning regulations, procedures and requirements for managing waste operations	5.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment.		x	
	5.2 Describe appropriately waste management legislation and guidance that is applicable to waste management sites.		x	
	5.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.	x	x	
	5.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.	x	x	

	5.5 Describe appropriately the organisational environmental policy and procedures applicable to the site.	x	x	
	5.6 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.	x	x	
	5.7 Describe appropriately the procedures for the proper management control of work activities on the site.	x	x	
6. Understand the specific regulation procedures and requirements for managing improvements to waste management operations	6.1 Describe appropriately the organisation's objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards.	x	x	
	6.2 Describe appropriately recent developments in technology and operating procedures within the waste management industry.		x	
	6.3 Describe appropriately the organisation's objectives and priorities for the management of the waste operations.	x	x	
	6.4 Describe appropriately the organisational procedures for the proper management control of work activities and the capital, installation and running costs of proposed improvements.	x	x	
	6.5 Describe appropriately the records required by legislation and by organisational procedures in relation to the operations of a waste management facility.	x	x	

	6.6 Describe appropriately the technical skills needed for the operations.	x	x	
	6.7 Describe appropriately the specific legislative requirements and guidance applicable to the waste operations.		x	
	6.8 Describe appropriately planning permission and the organisation's working plan for the site.	x	x	
	6.9 Describe appropriately the operating procedures for all machinery, plant and equipment used on the site.	x	x	
	6.10 Describe appropriately the storage, transportation, treatment and handling requirements for the waste types handled on the site.	x	x	
	6.11 Describe appropriately the records required by legislation and by company procedures in relation to the activities carried out at the site.	x	x	
	6.12 Describe appropriately the procedures for dealing with spillages.	x	x	
	6.13 Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used on the site.	x	x	
	6.14 Determine how to use cost benefit analysis methods and techniques.	x	x	

	6.15 Determine the current operating costs within the job role responsibility.	x	x	
	6.16 Determine techniques for monitoring and evaluating waste management operations.	x	x	
	6.17 Determine the importance of assessing the impact of potential improvements on other aspects of waste management operations.		x	
	6.18 Determine the reporting lines and procedures in relation to project approval, and its monitoring and evaluation.	x	x	
	6.19 Determine the importance of monitoring implementation of an improvement plan and how to deal with problems arising during implementation.	x	x	
	6.20 Determine the different types of waste and materials that could be handled at the site.	x	x	
	6.21 Determine how to complete all relevant paperwork.	x	x	
	6.22 Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit.		x	
	6.23 Determine the types, functions and limitations of waste handling equipment available for use on the site.	x	x	
	6.24 Determine how to use risk assessment and the identification of potential work-related hazards and difficulties.	x	x	

	6.25 Determine the potential hazards to safety, health and the environment arising from the activities carried out at the site.	x	x	
	6.26 Determine how to interpret process documentation and verify that the information is accurate and relates to the waste handled.	x	x	
	6.27 Determine how to communicate operational instructions orally and in writing.	x	x	
	6.28 Determine the importance of ensuring people's understanding of operational instructions and how to do this.		x	
7. Work in a manner which underpins effective performance	7.1 Be assertive in making decisions	x	x	
	7.2 Pursue accountability of staff for delegated responsibilities	x	x	
	7.3 Reflect critically on personal achievements to inform future actions.	x	x	

## Procedural compliance

Level: 3		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value:4				
Learning Outcome	Assessment Criteria			
1. Implement and maintain operating procedures required for legislative compliance	1.1 Establish regular monitoring and review schedules for all site operations to maintain compliance with procedures.	x	x	
	1.2 Design monitoring and review processes to record data from normal operating conditions and reporting systems for variations, and abnormal operating conditions.	x	x	
	1.3 Carry out monitoring of all procedures designed to meet compliance requirements and review procedures at intervals agreed with organisational and regulatory personnel.	x	x	
	1.4 Review health and safety procedures regularly to uphold safe and healthy operations and to meet all current legislative requirements.	x	x	
	1.5 Review environmental procedures regularly to maintain compliance with assessed environmental impact requirements.	x	x	
	1.6 Introduce new or updated procedures where data from monitoring indicates they are needed.	x	x	
	1.7 Ensure that procedures cover all situations on organisational premises and for attendance at external facilities.	x	x	
	1.8 Incorporate review and monitoring processes for situations where personnel are required to attend external facilities.	x	x	

	1.9 Take steps to ensure adequate procedures are in place, are understood, and operated, for situations where there is non-compliance.	x	x	
2. Use and communicate data and information	2.1 Obtain information to remain up to date about new legislative requirements, codes of practice, and other industry practices through a range of personal development activities.	x	x	
	2.2 Maintain recording and information systems in a way which enables them to be used easily to extract information for review and monitoring purposes.	x	x	
3. Resolve problems connected with compliance issues	3.1 Refer situations outside the authority of the job role to higher authority.	x	x	
	3.2 Take steps to deal with any failures with compliance.	x	x	
	3.3 Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the maintenance of compliance regimes.	x	x	
	3.4 Seek expert advice to resolve situations which are outside the responsibility of the job role.	x	x	
	3.5 Make arrangements for carrying out repairs to any faulty equipment.	x	x	
4. Understand the underpinning regulations, procedures and requirements for managing waste operations	4.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment.		x	
	4.2 Describe appropriately waste management legislation and guidance that is applicable to waste management sites.		x	

	4.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.	x	x	
	4.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.	x	x	
	4.5 Describe appropriately the organisational environmental policy and procedures applicable to the site.	x	x	
	4.6 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.	x	x	
	4.7 Describe appropriately the procedures for the proper management control of work activities on the site.	x	x	
5. Understand the specific regulation procedures and requirements for procedural compliance	5.1 Describe appropriately the specific legislative requirements and guidance applicable to the processes carried out at the site.	x	x	
	5.2 Describe appropriately the planning permission permit and the organisation's working plan for the site.	x	x	
	5.3 Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for monitoring processes.	x	x	
	5.4 Describe appropriately the records required by legislation and by company procedures in relation to the site activities.	x	x	
	5.5 Describe appropriately the procedures for dealing with emergencies.	x	x	x

	5.6 Describe appropriately the organisational procedures for treatment operations and the supply and use of the resources required.	x	x	
	5.7 Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used on the site.	x	x	
	5.8 Describe appropriately the procedures for dealing with waste, out of specification waste and any other rejects from the process.	x	x	
	5.9 Determine the most effective methods to communicate different types of data and information to comply with legislative and organisational requirements.	x	x	
	5.10 Determine the technical skills needed for the monitoring operations carried out on the site.	x	x	
	5.11 Determine how to ensure that relevant staff has the required skills and what to do in response to a perceived skills deficit.		x	
	5.12 Determine the storage and handling implications for the waste types handled on the site.	x	x	
	5.13 Determine how to use risk assessment and the identification of potential work-related hazards and difficulties.	x	x	
	5.14 Determine the potential hazards to safety, health and the environment arising from the monitoring processes.	x	x	
	5.15 Determine how to interpret process documentation and verify that the information is accurate and relates to the processes carried out on the site.	x	x	

	5.16 Determine how to communicate operational instructions orally and in writing.	x	x	
	5.17 Determine the importance of ensuring people's understanding of operational instructions and how to do this.		x	
6. Work in a manner which underpins effective performance	6.1 Encourage others to develop themselves.	x	x	
	6.2 Apply integrity, fairness & consistency in decision making.	x	x	
	6.3 Use different leadership styles depending on individual.	x	x	

### Provide leadership and direction for own area of responsibility

Level: 4		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 5				
Learning Outcome	Assessment Criteria			
1. Be able to lead in own area of responsibility.	1.1 Identify own strengths and ability to lead in a leadership role.	x	x	
	1.2 Evaluate strengths within own area of responsibility.	x	x	
2. Be able to provide direction and set objectives in own area of responsibility.	2.1 Outline direction for own area of responsibility.	x	x	
	2.2 Implement objectives with colleagues that align with those of the organisation.	x	x	
3. Be able to communicate the direction for own area of responsibility and collect feedback to inform improvement.	3.1 Communicate the agreed direction to individuals within own area of responsibility.	x	x	
	3.2 Collect feedback to inform improvement.	x	x	
4. Be able to assess own leadership performance.	4.1 Assess feedback on own leadership performance.	x	x	
	4.2 Evaluate own leadership performance.	x	x	

## Manage physical resources

Level: 4		Observation	Question and Answer	Realistic working environment
Credit Value: 5				
Learning Outcome	Assessment Criteria			
1. Understand the importance of sustainability when using physical resources.	1.1 Explain the importance of using sustainable resources.		x	
	1.2 Explain the potential impact of resource use on the environment.		x	
	1.3 Explain how to use resources effectively and efficiently.		x	
	1.4 Describe actions one can take to minimise any adverse environmental impact of using physical resources.		x	
2. Be able to identify resource requirements for own area of responsibility.	2.1 Consult with colleagues to identify their planned activities and corresponding resource needs.	x	x	
	2.2 Evaluate past resource use to inform expected future demand.	x	x	
	2.3 Identify resource requirements for own area of responsibility.	x	x	
3. Be able to obtain required resources for own area of responsibility.	3.1 Submit a business case to procure required resources.	x	x	
	3.2 Review and agree required resources with relevant individuals.	x	x	
	3.3 Explain an organisation's processes for procuring agreed resources.	x	x	
4. Be able to monitor and review the quality and usage	4.1 Monitor the quality of resources against required specifications.	x	x	

of resources in own area of responsibility.	4.2 Identify differences between actual and planned use of resources and take corrective action.	x	x	
	4.3 Analyse the effectiveness and efficiency of resource use in own area of responsibility.	x	x	
	4.4 Make recommendations to improve the effectiveness and efficiency of resource use.	x	x	

### Manage the environmental impact of work activities

Level: 4		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 10				
Learning Outcome	Assessment Criteria			
1. Understand the legal requirements and environmental policies that impact on own area of responsibility.	1.1 Explain the legal requirements that impact on own area of responsibility.		x	
	1.2 Explain the environmental policies that impact on own area of responsibility.		x	
2. Understand how to assess the impact of work activities on the environment and how this can be minimised.	2.1 Explain what specialist advice is available to manage the environmental impact of work activities.	x	x	
	2.2 Explain how to assess the impact of work activities and resources on the environment.	x	x	
	2.3 Explain how to minimise the environmental impact of work activities.	x	x	
3. Be able to assess and report on the environmental impact of work activities in own area of responsibility.	3.1 Assess the environmental impact of work activities and resource use.	x	x	
	3.2 Produce a report on the environmental impact of work activities and resource use, with recommendations for improvement.	x		
4. Be able to organise work activities and resource use to minimise environmental impact.	4.1 Adapt the use of resources in own area of responsibility to reduce environmental impact.	x	x	
	4.2 Organise activities in own area of responsibility to reduce environmental impact.	x	x	
5. Be able to promote ongoing improvement in environmental performance.	5.1 Establish means by which individuals can identify and report opportunities for improving environmental performance.	x	x	
	5.2 Communicate environmental benefits resulting from changes to work activities.	x	x	

## Standards and Assessment Guidance - Remediation Mandatory Group

Candidates who choose the Remediation pathway must complete both units within this group.

### Manage site operations for the remediation of contaminated land

Level: 4		Observation	Question and Answer	Simulation/Realistic working environment
Credit Value: 13				
Learning Outcome	Assessment Criteria			
1. Manage operations for the remediation of contaminated land	1.1 Implement systems and procedures for treatment operations to remediate contaminated land in accordance with legislative and organisational requirements.	x	x	
	1.2 Make arrangements for an adequate supply of materials, equipment and information needed to carry out the treatment operations on the site.	x	x	
	1.3 Identify hazards and minimise risks to health, safety and the environment from treatment operations and comply with legal and organisational requirements for reporting risks to health safety and the environment.	x	x	
	1.4 Implement and maintain recording and information systems specifically relating to the treatment processes in accordance with legislative and organisational requirements.	x	x	
	1.5 Make arrangements for the safe storage of the outputs from the treatment process.	x	x	
	1.6 Maintain the quality of the organisation's work by ensuring that all procedures and waste treatment processes are adhered to.	x	x	

2. Control work activities for the remediation of contaminated land	2.1 Establish and oversee programmes of work which meet the legislative and organisational requirements required for treatment operations.	x	x	
	2.2 Implement site operating procedures that fully comply with health & safety and environmental protection requirements.	x	x	
	2.3 Monitor and maintain systems to ensure there are sufficient people - with the correct mix of expertise - available at the work site.	x	x	
	2.4 Ensure that individuals have received recognised training before using any machinery, plant or equipment for the first time for the treatment to remediate contaminated land.	x	x	
	2.5 Ensure that staff understand the procedures relating to the treatment processes and implement them in full compliance with legislative and organisational requirements.	x	x	
	2.6 Maintain safe systems of work and put in place precautions to eliminate or reduce the risk from hazards.	x	x	
	2.7 Ensure the availability of the resources and individual staff skills needed to carry out the operating procedures safely.	x	x	
	2.8 Identify potential hazards and take steps to reduce risks to personnel and the environment related to materials that arise.	x	x	
	2.9 Monitor staff activity on treatment operations to ensure they enhance or maintain the quality of the organisation's work.	x	x	

	2.10 Ensure that the outputs from the treatment processes are stored correctly in accordance with legislative and organisational procedures.	x	x	
	2.11 Implement a programme of training for staff to ensure all processes can be carried out safely by suitably trained staff.	x	x	
	2.12 Arrange for samples of treated material to be taken and analysed to determine compliance with legislative and organisational requirements.	x	x	
3. Use and communicate data and information	3.1 Make sure the programme of work and operational instructions relating to the treatment operations contain all the information needed for site personnel to carry out the process in line with organisational procedures.	x	x	
	3.2 Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given.	x	x	
	3.3 Keep accurate records of materials treated and of the control parameters for the treatment process in accordance with legislative and organisational requirements.	x	x	
	3.4 Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention (S).	x	x	
	3.5 Maintain a record of training for all staff employed on treatment operations on the site.	x	x	
4. Resolve problems which arise from the management of the remediation of contaminated land (S)	4.1 Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the treatment for remediation of contaminated land.	x	x	

	4.2 Seek expert advice to resolve situations which are outside the responsibility of the job role.	x	x	
	4.3 Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures.	x	x	
	4.4 Make arrangements for reworking or disposal for any batches of material that fail to meet the quality standards required for the treatment process.	x	x	
5. Understand the underpinning regulations, procedures and requirements for managing waste operations	5.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment.		x	
	5.2 Describe appropriately waste management legislation and guidance that is applicable to waste management sites.		x	
	5.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.	x	x	
	5.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.	x	x	
	5.5 Describe appropriately the organisational environmental policy and procedures applicable to the site.	x	x	
	5.6 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.	x	x	
	5.7 Describe appropriately the procedures for the proper management control of work activities on the site.	x	x	

6. Understand the specific regulation procedures and requirements for the remediation of contaminated land	6.1 Describe appropriately the organisational procedures for the management of personnel and work activities.	x	x	
	6.2 Describe appropriately the specific legislative requirements and guidance applicable to the treatment for the removal of contamination from the materials on site.	x	x	
	6.3 Describe appropriately the organisation's working plan for the site.	x	x	
	6.4 Describe appropriately the quality inspection and identification procedures and the handling requirements for the types of materials remediated at the site.	x	x	
	6.5 Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for handling remediated materials and residues.	x	x	
	6.6 Describe appropriately control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received and used on your site.	x	x	
	6.7 Describe appropriately the onsite procedures for the management of storage of the outputs and residues from remediation processes.	x	x	
	6.8 Describe appropriately the records required by legislation and by company procedures in relation to the treatment processes to remediate contaminated land.	x	x	
	6.9 Describe appropriately the records required by legislation and by company procedures in relation to the placement of remediated materials on the site.	x	x	

	6.10 Describe appropriately the procedures for dealing with spillages.	x	x	x
	6.11 Describe appropriately the procedures for dealing with residues, out of specification remediated materials and any other rejects from the process.	x	x	
	6.12 Determine the methods used to treat contaminated land to restore the land for use.	x	x	
	6.13 Determine the range and nature of operational outputs and residues produced from the remediation of the contaminated land.	x	x	
	6.14 Determine the storage and handling implications for the remediated material types produced on the site.	x	x	
	6.15 Determine the types, functions and limitations of materials handling equipment available for use on the site.	x	x	
	6.16 Determine the lifting and handling techniques that are suitable for the materials being treated on the site.	x	x	
	6.17 Determine how to use risk assessment and the identification of potential work-related hazards and difficulties.	x	x	
	6.18 Determine the potential hazards to safety, health and the environment arising from the treatment process for remediating contaminated land.	x	x	
	6.19 Determine how to interpret process documentation and verify that the information is accurate and relates to the remediated materials and residues.	x	x	
	6.20 Determine how to communicate operational instructions orally and in writing.	x	x	

	6.21 Determine the importance of ensuring people's understanding of operational instructions and how to do this.		x	
7. Work in a manner which underpins effective performance	7.1 Encourage others to develop themselves.	x	x	
	7.2 Apply integrity, fairness & consistency in decision making.	x	x	
	7.3 Use different leadership styles depending on individual.	x	x	

### Manage the movement, sorting and storage of waste

Level: 3		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 7				
Learning Outcome	Assessment Criteria			
1. Manage the movement, sorting and storage of waste	1.1 Implement systems and procedures for the movement, sorting and storage of waste in accordance with legislative and organisational requirements.	x	x	
	1.2 Implement and manage systems and procedures that fully comply with legislative requirements to deal with wastes that require specific handling.	x	x	
	1.3 Establish systems to control the movement of vehicles and plant on site to comply with health & safety and organisational requirements.	x	x	
	1.4 Identify hazards and minimise risks to health, safety, and the environment arising from the movement, sorting and storage of wastes and comply with legal and organisational requirements for recording and reporting risks to safety, health or the environment.	x	x	
	1.5 Implement recording and information systems specifically relating to the sorting and storage of waste in accordance with legislative requirements and organisational procedures.	x	x	
	1.6 Ensure that staff understand the procedures relating to the movement, sorting and storage of wastes and implement them in full compliance with the legislative and organisational requirements.	x	x	
	1.7 Ensure that staff have received recognised training before any machinery, plant or equipment is used.	x	x	

2. Manage vehicles, plant and crews on sites which handle waste	2.1 Implement procedures to generate site rules for vehicles, plant and crews on the site that comply with legislative & organisational requirements.	x	x	
	2.2 Ensure that crews and passengers of vehicles comply with site rules.	x	x	
	2.3 Identify hazards and minimise risks to health, safety and the environment that arise from the use of vehicles and plant on the site.	x	x	
3. Use, record and communicate data and information	3.1 Give clear instructions for moving, sorting and storage of waste in accordance with organisational procedures.	x	x	
	3.2 Maintain accurate records and provide information for the moving, sorting and storage of waste.	x	x	
	3.3 Inform site staff of all procedures for on site activities to enhance or maintain the quality of the organisation's work.	x	x	
	3.4 Advise senior managers about accidents, incidents, interruptions to work, near hits or any situations that require their attention.	x	x	
	3.5 Maintain a record of training for all staff employed on the site.	x	x	
4. Resolve problems which arise during or resulting from the movement, sorting and storage of waste	4.1 Seek expert advice to resolve situations which are outside the responsibility of the job role.	x	x	
	4.2 Take steps to rectify any staff shortages, equipment deficiencies or external causes that prevent the movement, sorting or storage of wastes.	x	x	
	4.3 Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures.	x	x	

5. Understand the underpinning regulations, procedures and requirements for managing waste operations	5.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment.		x	
	5.2 Describe appropriately waste management legislation and guidance that is applicable to waste management sites.		x	
	5.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.	x	x	
	5.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.	x	x	
	5.5 Describe appropriately the organisational environmental policy and procedures applicable to the site.	x	x	
	5.6 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.	x	x	
	5.7 Describe appropriately the procedures for the proper management control of work activities on the site.	x	x	
6. Understand the specific regulation procedures and requirements for the movement, sorting and storage of waste	6.1 Describe appropriately the specific legislative requirements and guidance applicable to the movement, sorting and storage of waste on the site.	x	x	

	<p>6.2 Describe appropriately the on site procedures for the management of the movement, sorting and storage of waste as detailed below:</p> <ul style="list-style-type: none"> <li>• The organisation's working plan for the site.</li> <li>• Collection schemes for pre-segregated wastes.</li> <li>• The waste inspection and identification procedures and the handling requirements for the types of waste received on the site.</li> <li>• The operating procedures for all machinery, plant and equipment used for moving segregating and storing wastes on the site.</li> <li>• The storage and handling implications for the waste types handled on the site.</li> <li>• The types, functions and limitations of waste handling equipment available for use on the site.</li> <li>• The lifting and handling techniques suitable for moving, sorting and storing wastes on the site.</li> <li>• Internal traffic management procedures.</li> </ul>	x	x	
	<p>6.3 Describe appropriately the on site procedures for the management of the movement, sorting and storage of waste as detailed below:</p> <ul style="list-style-type: none"> <li>• Risk assessment and the identification of potential work-related hazards and difficulties.</li> <li>• The records required by legislation and by company procedures in relation to the sorting and storage of waste.</li> <li>• The procedures for dealing with spillages.</li> </ul>	x	x	

	6.4 arising from the movement, sorting and storage of waste	x	x	
7. Work in a manner which underpins effective performance	7.1 Be assertive in making decisions.	x	x	
	7.2 Pursue accountability of staff for delegated responsibilities.	x	x	
	7.3 Reflect critically on personal achievements to inform future actions.	x	x	

## Standards and Assessment Guidance - Pathways Option Group 1

Candidates may complete a maximum of one unit from this group. Candidates do not have to choose units from this group.

### Generate and retain waste and resource management business

Level: 3		Observation	Question and Answer	Simulation/Realistic working environment
Credit Value: 14				
Learning Outcome	Assessment Criteria			
1. Contribute to the generation of business	1.1 Maintain accurate and up-to-date information on the organisation's services.	x	x	
	1.2 Carry out market research and industry networking to identify potential customers.	x	x	
	1.3 Contact potential customers and establish their needs for waste and resource management services.	x	x	
	1.4 Develop proposals to meet customer needs and present them to customers in a way that gains their interest.	x	x	
	1.5 Follow up enquiries for services and expressions of interest for proposals.	x	x	
	1.6 Acquire orders from customers in response to proposals and initiate the service agreed.	x	x	
2. Contribute to the retention of business	2.1 Initiate customer's feedback systems for the services provided.	x	x	
	2.2 Respond to negative customer feedback and initiate remedial action.	x	x	
	2.3 Evaluate feedback for its importance and impact on operations.	x	x	
	2.4 Make regular contact with customers to review their business needs.	x	x	

3. Use and communicate data and information	3.1 Communicate information on the organisation's services which are consistent with the organisation's policy.	x	x	
	3.2 Communicate the features and advantages of the available services to generate and retain business.	x	x	
	3.3 Develop and present a reasoned case when providing advice.	x	x	
	3.4 Communicate feedback to colleagues and organisational management.	x	x	
	3.5 Maintain information systems and records for use in generating and retaining business and for quality control purposes.	x	x	
	3.6 Notify the administration process of all new orders and supply full details for charging and accounting purposes.	x	x	
4. Report problems which could affect the generation and retention of waste and resource management business	4.1 Report customer complaints of unsafe or unsatisfactory behaviour by organisational representatives when carrying out the service to the appropriate manager.	x	x	
	4.2 Arrange for customers to be notified if operational problems affect the service delivery.	x	x	
	4.3 Advise colleagues or managers of situations which need their intervention.	x	x	
	4.4 Seek expert advice to resolve situations which are outside the responsibility of the job role.	x	x	
	4.5 Identify any problems in achieving the proposal outcomes and make contingency arrangements for their resolution.	x	x	
	4.6 Arrange for any sub standard work to be remedied.	x	x	

5. Understand the underpinning regulations, procedures and requirements for managing waste operations	5.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment.		x	
	5.2 Describe appropriately waste management legislation and guidance that is applicable to waste management sites.		x	
	5.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.	x	x	
	5.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.	x	x	
	5.5 Describe appropriately the organisational environmental policy and procedures applicable to the site.	x	x	
	5.6 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.	x	x	
	5.7 Describe appropriately the procedures for the proper management control of work activities on the site.	x	x	
6. Understand the specific regulation procedures and requirements for generating and retaining waste and resource management business	6.1 Describe appropriately organisational policies, procedures and resource constraints which may affect advice and information given to others.	x	x	
	6.2 Describe appropriately the principles of confidentiality when handling customer feedback.		x	
	6.3 Describe appropriately the organisation's objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards.		x	

	6.4 Describe appropriately recent developments in technology and operating procedures within the waste management industry.	x	x	
	6.5 Describe appropriately the organisation's objectives and priorities for the provision of a waste and resource management service.		x	
	6.6 Describe appropriately the organisational procedures for the proper management control of work activities on customers sites.	x	x	
	6.7 Describe appropriately the records required by legislation and by organisational procedures in relation to the services provided.	x	x	
	6.8 Describe appropriately the records required by legislation and by company procedures in relation to the activities carried out to provide the service.	x	x	
	6.9 Describe appropriately the procedures for dealing with spillages.	x	x	x
	6.10 Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used when providing the service.	x	x	
	6.11 Describe appropriately the specific legislative requirements and guidance applicable to the waste and resource management services.	x	x	
	6.12 Determine how to gather and use qualitative and quantitative information.	x	x	
	6.13 Determine the types of problems which may occur when gathering information and how to overcome these.		x	
	6.14 Determine how to record and store the information securely.	x	x	

	6.15 Determine the importance of providing information and advice to others and their role and responsibility in relation to this.		x	
	6.16 Determine the importance of ensuring the validity of information and how to do this.		x	
	6.17 Determine the principles and importance of handling information confidentiality.		x	
	6.18 Determine the importance of identifying customer needs and the part they should play in doing this.		x	
	6.19 Determine how to identify needs in sufficient detail to develop proposals.	x	x	
	6.20 Determine how to develop reasoned cases and negotiate with potential and actual customers.	x	x	
	6.21 Determine the importance of customer feedback and how to respond.		x	
	6.22 Determine how to evaluate feedback in terms of impact on operations.	x	x	
	6.23 Determine how to use cost benefit analysis methods and techniques.	x	x	
	6.24 Determine the current operating costs within the organisation for the services provided.	x	x	
	6.25 Determine the importance of monitoring implementation of a service to a customer and how to deal with problems arising during implementation.	x	x	
	6.26 Determine the different types of waste and materials that could be handled by the service provided.	x	x	
	6.27 Determine how to complete all relevant paperwork.	x	x	

	6.28 Determine the technical skills needed for the services provided.	x	x	
	6.29 Determine how to ensure that relevant staff has the required skills to provide a service and what to do in response to a perceived skills deficit.	x	x	
	6.30 Determine the storage and handling implications for the waste types handled when providing a service.	x	x	
	6.31 Determine the types, functions and limitations of waste handling equipment available for use on the service.	x	x	
	6.32 Determine how to use risk assessment and the identification of potential work-related hazards and difficulties.	x	x	
	6.33 Determine the potential hazards to safety, health and the environment arising from the activities carried out to provide the service.	x	x	
	6.34 Determine how to interpret process documentation and verify that the information is accurate and relates to the waste and resources handled when providing the service.	x	x	
	6.35 Determine how to communicate operational instructions orally and in writing.	x	x	
	6.36 Determine the importance of ensuring people's understanding of information and advice given and of operational instructions and how to do this.	x	x	
	6.37 Determine the market value of recovered resource materials.	x	x	
7. Work in a manner which underpins effective performance	7.1 Be assertive in making decisions.	x	x	
	7.2 Pursue accountability of staff for delegated responsibilities.	x	x	

	7.3 Reflect critically on personal achievements to inform future actions.	x	x	
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### Manage customer care programs to improve waste management services

Level: 3		Observation	Question and Answer	Simulatory/Realistic working environment
Credit Value: 9				
Learning Outcome	Assessment Criteria			
1. Obtain and analyse feedback from customers on waste and resource management services	1.1 Initiate customer's feedback systems for the services provided.	x	x	
	1.2 Maintain procedures to acknowledge and record customers' perceptions of problems and praise for good service.	x	x	
	1.3 Initiate procedures to analyse all feedback that is received and record recommendations from customers.	x	x	
	1.4 Respond to negative customer feedback and initiate remedial action.	x	x	
	1.5 Evaluate feedback for its importance and impact on operations and consult with operational experts to formulate possible improvements.	x	x	
	1.6 Implement procedures to make recommendations for improvements to be communicated to key stakeholders for comment.	x	x	
	1.7 Develop key performance indicators and use them to monitor trends and performance based on customer feedback.	x	x	
	1.8 Make regular contact with customers to review their business needs.	x	x	
2. Make recommendations to improve services to customers	2.1 Ensure and confirm that recommendations for improvement meet customer requirements identified by the analysis of customer feedback.	x	x	

	2.2 Consult with key stakeholders on initial recommendations and take into account their comments.	x	x	
	2.3 Create and justify detailed proposals from initial recommendations following consultation with stake holders.	x	x	
	2.4 Present proposals for improvements, with supporting information, to stakeholders with the correct level of authority to implement the recommendations.	x	x	
3. Use and communicate data and information	3.1 Communicate customer feedback information accurately to the service delivery organisation.	x	x	
	3.2 Comply with organisational procedures to enhance or maintain the organisations quality standards.	x	x	
	3.3 Ensure that all documentation and communication comply with legislation on data protection.	x	x	
	3.4 Maintain records of disclosures of vested interest resulting from the customer care programme.	x	x	
4. Resolve problems which arise from identifying opportunities to improve services to customers	4.1 Take steps to rectify any failure to comply with legislative requirements.	x	x	
	4.2 Initiate remedial action for any failure to comply with the detail of the service agreement.	x	x	
	4.3 Refer any issues that are not in the remit or responsibility of the job role to staff with the correct level of authority.	x	x	
	4.4 Report customer complaints of unsafe or unsatisfactory behaviour by organisational representatives when carrying out the service to the appropriate manager.	x	x	
	4.5 Arrange for customers to be notified if operational problems affect the service delivery.	x	x	

	4.6 Advise colleagues or managers of situations which need their intervention.	x	x	
5. Understand the underpinning regulations, procedures and requirements for managing waste operations	5.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment.		x	
	5.2 Describe appropriately waste management legislation and guidance that is applicable to waste management sites.		x	
	5.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.	x	x	
	5.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.	x	x	
	5.5 Describe appropriately the organisational environmental policy and procedures applicable to the site.	x	x	
	5.6 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.	x	x	
	5.7 Describe appropriately the procedures for the proper management control of work activities on the site.	x	x	
6. Understand the specific regulation procedures and requirements for managing customer care programs to improve waste management services	6.1 Describe appropriately Organisational policies, procedures and resource constraints which may affect advice and information given to others.	x	x	
	6.2 Describe appropriately The organisation's objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards.	x	x	

	6.3 Describe appropriately Recent developments in technology and operating procedures within the waste management industry.		x	
	6.4 Describe appropriately The organisation's objectives and priorities for the provision of a waste and resource management service.	x	x	
	6.5 Describe appropriately The organisational procedures for the proper management control of work activities on customers sites.	x	x	
	6.6 Describe appropriately The records required by legislation and by company procedures in relation to the activities carried out to provide the service.	x	x	
	6.7 Determine the importance of customer feedback and how to respond.	x	x	
	6.8 Determine how to evaluate feedback in terms of impact on operations.	x	x	
	6.9 Determine how to gather and use qualitative and quantitative information.	x	x	
	6.10 Determine the types of problems which may occur when gathering information and how to overcome these.	x	x	
	6.11 Determine how to record and store the information securely.	x	x	
	6.12 Determine the importance of providing information and advice to others and your role and responsibility in relation to this.		x	
	6.13 Determine the importance of ensuring the validity of information and how to do this.	x	x	
	6.14 Determine the principles and importance of handling information confidentiality.		x	

	6.15 Determine the importance of identifying customer needs and the part you should play in doing this.		x	
	6.16 Determine how to identify needs in sufficient detail to develop proposals.	x	x	
	6.17 Determine how to develop reasoned cases and negotiate with potential and actual customers.	x	x	
	6.18 Determine the principles of confidentiality when handling customer feedback.	x	x	
	6.19 Determine the importance of monitoring implementation of a service to a customer and how to deal with problems arising during implementation.	x	x	
	6.20 Determine the potential hazards to safety, health and the environment arising from the activities carried out to provide the service.	x	x	
	6.21 Determine the potential hazards to safety, health and the environment arising from the activities carried out to provide the service.	x	x	
	6.22 Determine how to interpret process documentation and verify that the information is accurate and relates to the waste and resources handled when providing the service.	x	x	
	6.23 Determine how to communicate operational instructions orally and in writing.	x	x	
	6.24 Determine the importance of ensuring people's understanding of information and advice given and of operational instructions and how to do this.		x	
7. Be assertive in making decisions.	7.1 Be assertive in making decisions.	x	x	

	7.2 Pursue accountability of staff for delegated responsibilities.	x	x	
	7.3 Reflect critically on personal achievements to inform future actions.	x	x	

## Contribute to the sustainability, maintenance and preservation of the environment

Level: 2		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 2				
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"> <li>• Recyclable materials.</li> <li>• Static and mobile plant.</li> <li>• Pollution.</li> <li>• Physical disturbance.</li> </ul>	x	x	
	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"> <li>• The individual and others.</li> <li>• The organisation.</li> <li>• Regulatory and statutory requirements.</li> <li>• Relevant company policies.</li> <li>• Risk assessment.</li> </ul>	x	x	
	1.3 Recognise any likely or actual environmental damage and take the appropriate action: <ul style="list-style-type: none"> <li>• Pollution.</li> <li>• Physical.</li> </ul>	x	x	
	1.4 Recognise Health, Safety and Environmental incidents related to: <ul style="list-style-type: none"> <li>• The individual and others.</li> <li>• The organisation.</li> <li>• Regulatory and statutory requirements.</li> <li>• Relevant company policies.</li> <li>• Risk assessment.</li> </ul>	x	x	

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

### Control work activities on a waste management facility

Level: 3		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 9				
Learning Outcome	Assessment Criteria			
1. Control work activities on a waste facility	1.1 Establish and oversee programmes of work which meet the legislative and organisational requirements required for site activities.	x	x	
	1.2 Ensure that work instructions comply with legislation and organisational procedures & requirements.	x	x	
	1.3 Ensure that staff understand and comply with their work instructions in accordance with legislative and organisational requirements.	x	x	
	1.4 Ensure that individuals have received training before using any machinery, plant or equipment.	x	x	
	1.5 Maintain safe systems of work and put in place precautions to eliminate or reduce the risk from hazards.	x	x	
	1.6 Ensure that the resources and staff with the skills needed to carry out the operating procedures safely are available.	x	x	

	1.7 Identify potential hazards and take steps to reduce risks to personnel and the environment related to wastes which are difficult to handle, may contain disguised materials or unacceptable components, are unauthorised, or likely to present unexpected health problems.	x	x	
	1.8 Monitor staff activity on site operations to ensure they enhance or maintain the quality of the organisation's work.	x	x	
2. Use and communicate data and information	2.1 Make sure the programme of work and operational instructions relating to the site operations contain all the information needed for site personnel to carry out the activity in accordance with organisational procedures.	x	x	
	2.2 Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given.	x	x	
	2.3 Keep accurate records of site activities in accordance with legislative and organisational requirements.	x	x	
	2.4 Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention.	x	x	
	2.5 Maintain a record of training for all staff employed on transfer operations on the site.	x	x	

	2.6 Prepare documentation for the transfer of wastes that meets all duty of care requirements.	x	x	
3. Resolve any problems which may arise from controlling work activities on a waste facility	3.1 Take actions to rectify any staff shortages, equipment deficiencies or external causes that prevent the site activities from being carried out.	x	x	
	3.2 Seek advice to resolve situations which are outside the responsibility of the job role.	x	x	
	3.3 Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures.	x	x	
	3.4 Take steps to rectify any infringement of legislative conditions revealed during routine inspections of the site.	x	x	
4. Understand the regulation procedures and requirements for controlling work activities on a waste management facility	4.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment for waste management activities.		x	
	4.2 Describe appropriately waste management legislation and guidance that is applicable to waste management sites.		x	
	4.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for effective care, maintenance and use of this equipment.	x	x	

	4.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.	x	x	
	4.5 Describe appropriately the organisational environmental policy and procedures applicable to the site.	x	x	
	4.6 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.	x	x	
	4.7 Describe appropriately the procedures for the proper management control of work activities on the site.	x	x	
5. Understand the specific regulation procedures and requirements for controlling work activities on a waste management facility	5.1 Describe appropriately the organisation's objectives and targets for the waste facility.	x	x	
	5.2 Describe appropriately the planning permission legislative requirements and the site working plan for the activities.	x	x	
	5.3 Describe appropriately the records required by legislation and by organisational procedures in relation to work activities on the waste facility.	x	x	
	5.4 Describe appropriately the site procedures for the proper management of personnel and work activities.	x	x	
	5.5 Determine how to identify, rectify and record discrepancies and defects arising from site activities.	x	x	

	5.6 Determine the different types of waste including those requiring specific handling.	x	x	
	5.7 Determine all the types of information required for the completion of paperwork regarding site activities.	x	x	
	5.8 Determine the importance of following equipment operating procedures.		x	
	5.9 Determine how to communicate work instructions orally and in writing.	x	x	
	5.10 Determine the importance of ensuring each individual's understanding of work instructions and how to do this.		x	
	5.11 Determine the importance of monitoring compliance with work instructions, how to do this, and how to respond to incidents of non-compliance.		x	
	5.12 Determine how to report accidents and incidents that arise on site.	x	x	
6. Work in a manner which underpins effective performance	6.1 Be assertive in making decisions.	x	x	
	6.2 Pursue accountability of staff for delegated responsibilities.	x	x	
	6.3 Reflect critically on personal achievements to inform future actions.	x	x	

### Manage the transfer of outputs and disposal of residues from remediation of contaminated land

Level: 3		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 8				
Learning Outcome	Assessment Criteria			
1. Manage the transfer of outputs and the disposal of residues from remediation of contaminated land	1.1 Implement systems and procedures for the transfer and transport of outputs and the disposal of residues from remediation of contaminated land in accordance with legislative and organisational requirements.	x	x	
	1.2 Make arrangements for an adequate supply of materials, equipment and information needed to carry out the loading and transport on or from the site.	x	x	
	1.3 Implement and operate health, safety and environmental risk assessment processes to enable reporting systems to operate effectively.	x	x	
	1.4 Make arrangements for the safe loading of the outputs and residues from the remediation processes.	x	x	
	1.5 Implement procedures and controls for the safe placement of remediated outputs that are to remain on the site.	x	x	
	1.6 Maintain the quality of the organisation's work by ensuring that all procedures and waste transfer and disposal processes are adhered to.	x	x	

2. Use and communicate data and information to enable compliance with legislative and organisational requirements	2.1 Implement and maintain recording and information systems for the transfer and transport of outputs and disposal of residues from remediation processes carried out at the site.	x	x	
	2.2 Ensure that sites to which outputs and residues are to be transferred comply with all legislative requirements.	x	x	
	2.3 Inform site personnel of the risks associated with handling hazardous materials that are required to be sent off site for disposal.	x	x	
	2.4 Ensure the programme of work, and operational instructions, relating to the transfer and transport operations contain the information needed for site personnel to carry out the processes in line with organisational procedures.	x	x	
	2.5 Communicate the programme of work and operational instructions to all site personnel in ways which suit the types of information being given.	x	x	
	2.6 Ensure transport documentation for materials leaving the site is completed accurately.	x	x	
	2.7 Maintain accurate records of outputs and residues leaving the site.	x	x	
	2.8 Maintain accurate records of outputs remaining on the site, together with their location.	x	x	

	2.9 Advise colleagues and managers about accidents, incidents, interruptions to work and any situations that require their attention.	x	x	
	2.10 Maintain records of training for all staff employed on transfer and transport operations on the site.	x	x	
3. Resolve problems which arise from the transfer of outputs and the disposal of residues from remediation of contaminated land	3.1 Ensure systems are in place to rectify staff shortages, equipment and transport deficiencies, and external causes that prevent the transfer, transport or disposal of wastes.	x	x	
	3.2 Formulate procedures for dealing with spillages on site and ensure that staff understand and follow the prescribed procedures.	x	x	
	3.3 Make arrangements for alternative transport and recipients for outputs and residues when existing arrangements are unavailable.	x	x	
	3.4 Seek expert advice to resolve situations which are outside the responsibility of the job role.	x	x	
4. Understand the regulation procedures and requirements for the transfer of outputs and disposal of residues from remediation of contaminated land	4.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment for waste management activities.		x	
	4.2 Describe appropriately waste management legislation and guidance that is applicable to waste management and land remediation sites and for the transportation of wastes.		x	

	4.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.	x	x	
	4.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.	x	x	
	4.5 Describe appropriately the procedures for the proper management control of work activities on the site.	x	x	
	4.6 Describe appropriately the organisational environmental policy and procedures applicable to the site and the Duty of Care requirements for the organisation.	x	x	
	4.7 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.	x	x	
5. Understand the specific regulation procedures and requirements for the transfer of outputs and disposal of residues from remediation of contaminated land	5.1 Describe appropriately the organisational procedures for the management of personnel and work activities.	x	x	
	5.2 Describe appropriately the specific legislative requirements and guidance applicable to the transfer and transport of waste from the site.	x	x	
	5.3 Describe appropriately planning permission and the organisation's working plan for the site.	x	x	

	5.4 Describe appropriately the quality inspection and identification procedures and the handling requirements for the types of materials remediated at the site.	x	x	
	5.5 Describe appropriately the operating procedures for all machinery, plant and equipment used on the site for loading remediation materials and residues.	x	x	
	5.6 Describe appropriately control the substances Hazardous to Health (COSHH) assessment data for all hazardous substances received and used on your site.	x	x	
	5.7 Describe appropriately the onsite procedures for the management of storage of the outputs and residues from remediation processes.	x	x	
	5.8 Describe appropriately the records required by legislation and by company procedures in relation to the transfer and transport of remediated materials and residues.	x	x	
	5.9 Describe appropriately the records required by legislation and by company procedures in relation to the placement of remediated materials on the site.	x	x	
	5.10 Describe appropriately the procedures for dealing with spillages.	x	x	x

	5.11 Describe appropriately the organisational procedures for transport operations and the supply and use of the transport resources required.	x	x	
	5.12 Describe appropriately regulations applicable to the transport of hazardous substances on public roads.		x	
	5.13 Describe appropriately the procedures and documentation required for the transport of waste to comply with legislative requirements and guidance.	x	x	
	5.14 Describe appropriately the procedures for dealing with residues, out of specification remediated materials and any other rejects from the process.	x	x	
	5.15 Determine the range and nature of operational outputs and residues produced from the remediation of contaminated land.	x	x	
	5.16 Determine the storage and handling implications for the remediated material types produced on the site.	x	x	
	5.17 Determine the types, functions and limitations of materials handling equipment available for use on the site.	x	x	
	5.18 Determine the lifting and handling techniques that are suitable for the remediated materials and residues that are being transported on or from the site.	x	x	

	5.19 Determine how to use risk assessment and the identification of potential work-related hazards and difficulties.	x	x	
	5.20 Determine the potential hazards to safety, health and the environment arising from the loading and transport of remediated materials and residues.	x	x	
	5.21 Determine how to interpret process documentation and verify that the information is accurate and relates to the remediated materials and residues.	x	x	
	5.23 Determine how to communicate operational instructions orally and in writing.	x	x	
	5.24 Determine the importance of ensuring people's understanding of operational instructions and how to do this.		x	
6. Work in a manner which underpins effective performance	6.1 Encourage others to develop themselves.	x	x	
	6.2 Apply integrity, fairness & consistency in decision making.	x	x	
	6.3 Use different leadership styles depending on individual.	x	x	

## Contribute to maintaining sustainable development and environmental good practice at work

Level: 1		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 5				
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.	x	x	
	1.1 Select and use recyclable materials, static and mobile plant that will minimise environmental damage: Pollution: physical disturbance.	x	x	
	1.3 Follow approved procedures and practices specific to the work activity	x	x	
	1.4 Comply with health, safety and environmental impacts of the work activity	x	x	
	1.5 Ensure materials and resources are appropriate for the work activity	x	x	
	1.6 Work in accordance with identified procedures and practices	x	x	
	1.7 Recognise any potential environmental impacts and take the appropriate action: Pollution; physical disturbance.	x	x	

2. Understand operational processes to ensure environmental good practice.	2.1 Describe the operational processes to ensure environmental good practice.	x	x	
3. Understand operational processes to recommend improvements to maintain environmental good practice.	3.1 Describe the operational process to maintain environmental good practice.	x	x	
4. Know how to dispose of waste	4.1 Identify materials for disposal	x	x	
	4.2 Determine health, safety and environmental implications for disposal of wastes.	x	x	
	4.3 Ensure procedures for disposal of waste are appropriate.	x	x	
	4.4 Describe how to dispose of waste in accordance with approved procedures and practices.	x	x	
5. Deal with small scale pollution incidents in accordance with approved procedures and practices	5.1 Identify the pollution incident	x	x	
	5.2 Determine the health, safety and environmental impacts of the incident	x	x	
	5.3 Ensure procedures to minimise environmental impact are appropriate in accordance with approved procedures and practices.	x	x	
	5.4 Deal with pollution incident in accordance with approved procedures and practices.	x	x	

6. Report more serious pollution incidents to the relevant people	6.1 Report more serious pollution incidents to the relevant people, for example: <ul style="list-style-type: none"> <li>• Accidents which cause personal injury</li> <li>• Changes in an individual's health which puts them at risk.</li> </ul>	x	x	
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: <ul style="list-style-type: none"> <li>• Accidents which cause personal injury</li> <li>• Changes in an individual's health which puts them at risk.</li> </ul>	x	x	
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: <ul style="list-style-type: none"> <li>• conservation of energy</li> <li>• use of resources and equipment to minimise environmental damage.</li> </ul>	x	x	
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	x	x	
	9.2 Describe ways in which tools and materials should be used in order to minimise environmental damage	x	x	

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

### Conform to General Workplace Environmental Requirements

Level: 2		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 3				
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	x	x	
	1.2 Demonstrate the procedure of checking that environmental controls, equipment and materials are in place and operational	x	x	
	1.3 Demonstrate the organisational procedure for: <ul style="list-style-type: none"> <li>• Reporting the use of environmental control equipment or materials</li> <li>• Reporting an environmental aspect that may lead to an incident</li> <li>• Reporting an environmental incident</li> <li>• Reporting a non-compliance with environmental policies or procedures</li> </ul>	x	x	
	1.4 List the equipment and materials available for use in the event of an environmental incident	x	x	
	1.5 Demonstrate the correct use of environmental impact/incident equipment/materials	x	x	x
	1.6 Describe the organisational policies and objectives for environmental management	x	x	

	<p>1.7 Describe the organisational procedures for:</p> <ul style="list-style-type: none"> <li>• Environmental monitoring</li> <li>• Reporting environmental incidents</li> <li>• Recording environmental incidents</li> <li>• Rectifying situation where controls or equipment/materials are inoperable or unavailable</li> <li>• Dealing with environmental incidents</li> <li>• Safe use of equipment when dealing with environmental incidents</li> </ul>	x	x	
	<p>1.8 Describe the implications to the organisation in the event of an environmental incident:</p> <ul style="list-style-type: none"> <li>• Affecting the workplace</li> <li>• Affecting areas outside the workplace</li> </ul>		x	
	1.9 List the sources of environmental information in relation to the work activity	x	x	
	1.10 Demonstrate the sourcing of and use of environmental information	x	x	
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	x	x	
	2.2 Explain why efficient use of resources and waste reduction are important		x	
	<p>2.3 Demonstrate organisational procedures to:</p> <ul style="list-style-type: none"> <li>• Reduce waste</li> <li>• Save energy or resources</li> </ul>	x	x	

	2.4 Demonstrate organisational waste disposal procedures	x	x	
	2.5 Explain the importance of correct disposal of waste		x	
	2.6 Explain the advantages of segregating different waste types		x	
	2.7 Describe the possible consequences of improper waste disposal		x	

## Operate the Weighbridge

Level: 3		Observation	Question and Answer	Realistic working environment
Credit Value: 15				
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	x	x	
	1.2 Confirm that all equipment and resources required are available	x	x	
	1.3 Identify hazards associated with the weighbridge activity	x	x	
	1.4 Describe the weighbridge and ancillary equipment operation and its limitations	x	x	
	1.5 Explain the importance of carrying out organisational prestart procedures correctly		x	
	1.6 Describe the organisational procedures in the event of: <ul style="list-style-type: none"> <li>• Identification of a hazard</li> <li>• Accidents and incidents</li> <li>• Weighbridge and ancillary equipment damage/faults/failure</li> <li>• Weighbridge calibration/testing</li> <li>• Maintenance</li> <li>• Contingency plans should weighbridge be out of use</li> <li>• A vehicle not meeting requirements for the load or for entering/leaving the site</li> </ul>	x	x	

	<p>1.7 Demonstrate appropriate action in the event of:</p> <ul style="list-style-type: none"> <li>• Weighbridge faults</li> <li>• Identified hazards</li> <li>• Confirming work requirements</li> <li>• Accidents or incidents</li> </ul>	x	x	
2. Operate the weighbridge	2.1 Demonstrate safe operation of weighbridge	x	x	
	2.2 Demonstrate monitoring of performance of weighbridge (and any ancillary equipment)	x	x	
	2.3 Demonstrate identification of vehicles and loads	x	x	
	2.4 Explain the different forms of communication in use	x	x	
	2.5 Communicate, giving correct information, at the appropriate time, in the prescribed method to:	x	x	
	<ul style="list-style-type: none"> <li>• Vehicle operators</li> <li>• Supervision</li> </ul>			
	2.6 Ensure records are completed according to organisational requirements	x	x	
	2.7 Describe the range of materials entering and leaving the site		x	
	2.8 Describe the hazards associated with the weighbridge operation	x	x	
	2.9 Describe the types of faults that can occur on the weighbridge and ancillary equipment	x	x	
2.10 Explain the implications of weighbridge faults		x		

	2.11 Describe the organisational procedures for weighbridge activity recording and reporting	x	x	
	2.12 Explain the importance of data protection, and security of information		x	
	2.13 Explain the acceptable conditions for vehicles entering and leaving the site, and why these must be maintained	x	x	
3. Shut down and secure the weighbridge	3.1 Demonstrate procedure to be followed when work is concluded	x	x	
	3.2 Explain the importance of carrying out organisational shut down and security procedures correctly		x	

## Direct Vehicle Movements on Site

Level: 2		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 4				
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	x	x	
	1.2 Identify the purpose and route for the vehicle movement on site	x	x	
	1.3 Communicate accurate and complete instructions for the vehicle movement that are understood	x	x	
	1.4 Give directions that encourage safe and efficient movement	x	x	
	1.5 Describe the organisational policies for the acceptable condition of vehicles entering, leaving, or moving around the site	x	x	
	1.6 Explain the organisational policies and procedures controlling vehicle movements	x	x	
	1.7 Outline the range and characteristics of loads transported on the site	x	x	
	1.8 Explain the organisational policies relating to the use of personal protective clothing and equipment on site	x	x	

	1.9 Describe the various modes of communication and giving directions on site	x	x	
	1.10 Explain the consequences of poor communication and incorrect directions	x	x	
	1.11 Explain the organisational procedures in the event of problems occurring, to include: <ul style="list-style-type: none"> <li>• Vehicle in the wrong location</li> <li>• Vehicle breakdown</li> <li>• Spillage</li> <li>• Unauthorised access or movement</li> <li>• Incidents or accidents</li> <li>• Emergency situations</li> </ul>	x	x	

### Maintain Vehicle Crew Compliance with Operational Requirements

Level: 3		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Maintain vehicle crew compliance with operational requirements	1.1 Explain the organisational policies and procedures for vehicle operation and crews working on the site	x	x	
	1.2 Demonstrate how to check that vehicle crews are aware of the operational requirements	x	x	
	1.3 Give instruction to vehicle crews on the site requirements in a positive manner to achieve compliance	x	x	
	1.4 Describe the regulatory requirements in relation to vehicle movements in relation to the site	x	x	
	1.5 Describe the types and purpose of personal protective equipment used on site	x	x	
	1.6 Demonstrate how to monitor vehicle movements and crew compliance	x	x	
	1.7 Demonstrate the procedure for informing vehicle crews of any failure to comply with organisational requirements	x	x	

	<p>1.8 Explain organisational procedures in the event of:</p> <ul style="list-style-type: none"> <li>• A vehicle crew member unwilling or unable to comply with site operational requirements</li> <li>• Incident or accident</li> <li>• Emergency situations</li> </ul>	x	x	
	<p>1.9 Explain the importance of communicating with vehicle crews tactfully</p>		x	

### Control the Sale of Stocked Material or Products

Level: 2		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Control the stocks of material or products	1.1 Describe the range of materials/products that are available for sale	x	x	
	1.2 Identify materials/products sold	x	x	
	1.3 Show how to ascertain if stock is available for sale and collection	x	x	
	1.4 Explain the organisational procedures for reporting: <ul style="list-style-type: none"> <li>• Sales</li> <li>• Low or unavailable stock</li> <li>• Incidents or accidents</li> <li>• Emergency situations</li> <li>• Vehicle breakdown</li> <li>• Spillage</li> <li>• Damage or contamination of stock</li> </ul>	x	x	
	1.5 Detail organisations requirements and procedures for vehicle movement onto, on, and leaving the site	x	x	
2. Sell stocked material or products	2.1 Explain the organisational policies and procedures in relation to sales transactions	x	x	

	2.2 Check that the purchaser, their vehicle and equipment are appropriate for the goods being purchased	x	x	
	2.3 Establish the identity of customers and that they are acceptable to the organisation	x	x	
	2.4 Describe the organisational procedures for establishing customer identities, and if appropriate, credit ratings	x	x	
	2.5 Accurately interpret the customers' requirements	x	x	
	2.6 Identify that the requested goods are available, and their location	x	x	
	2.7 Decide how the requested goods are to be issued to the customer	x	x	
	2.8 Give precise instructions to the customer for purchasing and receiving material/products requested, including safe loading procedure, and adding any specific product information	x	x	
	2.9 State the types and forms of information given to customers in relation to sold materials/products	x	x	
	2.10 Demonstrate how to check: <ul style="list-style-type: none"> <li>• purchases against customer requirements</li> <li>• that the vehicle is in a safe and suitable condition to leave the site</li> </ul>	x	x	

	2.11 Complete documentation on sales according to organisational requirements	x	x	
	2.12 Receive or process payment according to organisational procedures	x	x	
	2.13 Explain the organisational procedures for dealing with customers who are: <ul style="list-style-type: none"> <li>• Difficult</li> <li>• Fail to comply with instructions</li> <li>• Do not have an approved method of payment</li> </ul>	x	x	

### Conforming to General Safety in the Workplace

Level: 1		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 7				
Learning Outcome	Assessment Criteria			
1. Identify hazards associated with the workplace and record and report in accordance with organisational procedures.	1.1 Report and/or record hazards within the workplace and occupations at work.	x	x	
	1.2 Describe typical hazards associated with the occupational area including noise, resources, environmental, substances and articles, obstructions, storage and work activities.		x	
	1.3 State the methods used for reporting hazards in the workplace.	x	x	
2. Comply with all workplace safety legislation requirements.	2.1 Select and wear general personal protective equipment (PPE) in the work environment in accordance with legislation and organisational requirements.	x	x	
	2.2 State when and why PPE should be used including protective helmets, ear protection, overalls, safety boots and high visibility clothing.	x	x	
	2.3 Adhere with statutory requirements, safety notices and warning notices displayed within the workplace.	x	x	
	2.4 Describe which types of safety notices are relevant to the occupational area.	x	x	

<p>3. Comply with and maintain all organisational security arrangements and approved procedures.</p>	<p>3.1 Maintain security of the workplace by following organisational procedures relating to:</p> <ul style="list-style-type: none"> <li>- during the working day</li> <li>- on completion of the day's work</li> <li>- unauthorised personnel (other operatives and the general public)</li> <li>- theft.</li> </ul>	x	x	
	<p>3.2 Explain how security procedures are implemented within the workplace.</p>	x	x	
<p>4. Comply with all emergency procedures in accordance with organisational policy.</p>	<p>4.1 Follow organisational procedures for accidents and emergencies associated with the type of work being undertaken and the work environment.</p>	x	x	x
	<p>4.2 State the types of fire extinguishers available and describe how and when they are used.</p>	x	x	x

### Conform to Efficient Working Practices in the Workplace

Level: 2		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Communicate with others to establish productive working relationships	1.1 Communicate with colleagues and/or clients to ensure that the work is carried out efficiently	x	x	
	1.2 Explain different methods of communicating with line managers, co-workers and clients	x	x	
	1.3 Give reasons for using certain methods of communication for particular job activities		x	
	1.4 Describe the reasons for communicating efficiently and effectively, and the consequences of poor communication		x	
2. Follow organisational procedures to maintain good work relationships	2.1 Carry out work in conjunction with other workers and maintain harmonised relationships	x	x	
	2.2 Explain how organisational work procedures are applied to maintain good working relationships with line managers, co-workers and clients	x	x	
	2.3 State the reasons for effective working relationships with line managers, co-workers and clients		x	
	2.4 Describe the consequences for efficient working if relationships with line managers, co-workers and clients are poor		x	

3. Maintain appropriate records in accordance with the organisational procedures	3.1 Complete documentation relevant to the occupation and site in accordance with organisational procedures	x	x	
	3.2 Describe how to maintain documentation in accordance with organisational procedures relating to:  - the work activity  - material/resource lists  - accidents, incidents or dangerous occurrences	x	x	
	3.3 Explain the reasons for ensuring documentation is completed clearly and within given timescales		x	

### Manage the traffic office

Level: 3		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 4				
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"> <li>• health, safety and security</li> <li>• environmental factors</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• route, destination, delivery and collection schedules</li> <li>• review systems</li> </ul>	x	x	
	1.2 Explain the following: <ul style="list-style-type: none"> <li>• the type of load and characteristics of the consignment being moved</li> <li>• different modes of transport</li> <li>• types of vehicles and equipment that can be used for carrying different loads</li> <li>• sources of feedback information</li> </ul>	x	x	
	1.3 Explain how to manage colleagues within the operation	x	x	
	1.4 Identify problems that can occur when managing the traffic office	x	x	
	1.5 Explain the appropriate action taken, in order to deal with identified problems	x	x	

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"> <li>• health, safety and security</li> <li>• personal protective equipment</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• route, destination, delivery and collection schedules</li> <li>• review systems</li> </ul>	x	x	
	2.2 Manage colleagues to plan the transportation of loads	x	x	
	2.3 Monitor the use of resources	x	x	
	2.4 Support colleagues decisions where problems arise	x	x	
	2.5 Advise customers and relevant personnel of any changes in the resources allocated or the delivery schedules	x	x	
	2.6 Maintain records making any changes according to operational procedures	x	x	
	2.7 Evaluate feedback obtained on the use of resources	x	x	
	2.8 Review actual performance against the operational plan	x	x	
	2.9 Evaluate the effectiveness and efficiency of completed operations	x	x	
	2.10 Formulate an action plan based on patterns or trends in actual performance in order to improve performance	x	x	
	2.11 Propose amendments to operational and organisational procedures	x	x	

	2.12 Communicate effectively	x	x	
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### Contribute to the provision of customer service in a waste environment

Level: 2		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 5				
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"> <li>• Health, safety and security.</li> <li>• Personal protective equipment.</li> <li>• Maintaining effective customer relations.</li> <li>• Personal appearance and hygiene.</li> <li>• Reporting procedures and systems.</li> <li>• Recording information.</li> <li>• Confidentiality.</li> <li>• Complaints.</li> </ul>	x	x	
	1.2 Describe different types of customers in relation to own organization		x	
	1.3 Describe the importance of <ul style="list-style-type: none"> <li>• Promoting the organisation's image positively.</li> <li>• Effective communication.</li> <li>• Good customer service.</li> </ul>		x	
	1.4 Identify the services available to customers in own organization	x	x	

	<p>1.5 Describe the implications of:</p> <ul style="list-style-type: none"> <li>• A negative image on your organization.</li> <li>• Poor communication.</li> <li>• Poor customer service.</li> </ul>		x	
	<p>1.6 Describe:</p> <ul style="list-style-type: none"> <li>• Own role in dealing with customer complaints and.</li> <li>• The limits of your responsibility.</li> </ul>	x	x	
	<p>1.7 Identify who to report to when you are unable to deal with a customer enquiry or request.</p>	x	x	
2. Be able to contribute to the provision of customer services in logistics operations	<p>2.1 Follow all organisational policies and procedures, in relation to contributing to customer services that relate to:</p> <ul style="list-style-type: none"> <li>• Health, safety and security.</li> <li>• Personal protective equipment.</li> <li>• Maintaining effective customer relations.</li> <li>• Personal appearance and hygiene.</li> <li>• Reporting procedures and systems.</li> <li>• Recording information.</li> <li>• Confidentiality.</li> <li>• Complaints.</li> </ul>	x	x	
	2.2 Develop positive relationships with customers	x	x	
	2.3 Ensure that own personal appearance and hygiene meet organisational policies and standards	x	x	
	2.4 Communicate effectively with customers	x	x	
	2.5 Ensure that all information available is up-to-date and accurate	x	x	

	2.6 Identify customer needs	x	x	
	2.7 Deal effectively with customer enquiries	x	x	
	2.8 Ensure the customer is promptly informed of any action that is taken	x	x	
	2.9 Maintain customer confidentiality	x	x	
	2.10 Update customer records accurately	x	x	
	2.11 Record customer enquiries and outcomes accurately using the organisation's procedures and systems	x	x	
	2.12 Deal with customer complaints effectively	x	x	

## Resolve customer service problems

Level: 2		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 6				
Learning Outcome	Assessment Criteria			
1. spot customer service problems	1.1 listen carefully to customers about any problem they have raised	x	x	
	1.2 ask customers about the problem to check their understanding	x	x	
	1.3 recognise repeated problems and alert the appropriate authority	x	x	
	1.4 share customer feedback with others to identify potential problems before they happen	x	x	
	1.5 identify problems with systems and procedures before they begin to affect customers	x	x	
2. pick the best solution to resolve customer service problems	2.1 identify the options for resolving a customer service problem	x	x	
	2.2 work with others to identify and confirm the options to resolve a customer service problem	x	x	
	2.3 work out the advantages and disadvantages of each option for their customer and the organisation	x	x	
	2.4 pick the best option for their customer and the organisation	x	x	
	2.5 identify for their customer other ways that problems may be resolved if they are unable to help	x	x	

3. take action to resolve customer service problems	3.1 discuss and agree the options for solving the problem with their customer	x	x	
	3.2 take action to implement the option agreed with their customer	x	x	
	3.3 work with others and their customer to make sure that any promises related to solving the problem are kept	x	x	
	3.4 keep their customer fully informed about what is happening to resolve the problem	x	x	
	3.5 check with their customer to make sure the problem has been resolved to the customer's satisfaction	x	x	
	3.6 give clear reasons to their customer when the problem has not been resolved to the customer's satisfaction	x	x	
4. know how to resolve customer service problems	4.1 describe organisational procedures and systems for dealing with customer service problems	x	x	
	4.2 explain how to defuse potentially stressful situations	x	x	
	4.3 describe how to negotiate	x	x	
	4.4 identify the limitations of what they can offer their customer	x	x	
	4.5 describe types of action that may make a customer problem worse and should be avoided	x	x	

## Support customer service improvements

Level: 2		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 5				
Learning Outcome	Assessment Criteria			
1. Use feedback to identify potential customer service improvements	1.1 Gather informal feedback from their customers	x	x	
	1.2 Use their organisation's procedures to collect feedback from their customers	x	x	
	1.3 Use the information from their customers to develop a better understanding of their customer service experience	x	x	
	1.4 Identify ways the service they give could be improved based on information they have gathered	x	x	
	1.5 Share their ideas for improving customer service with colleagues	x	x	
2. Implement changes in customer service	2.1 Identify a possible change that could be made to improve customer service	x	x	
	2.2 Present their idea for improving customer service to a colleague with the appropriate authority to approve the change	x	x	
	2.3 Carry out changes to customer service procedures based on their own idea or proposed by their organisation	x	x	
	2.4 Keep their customers informed of changes to customer service	x	x	

	2.5 Give customers a positive impression of changes that have been made	x	x	
	2.6 Work positively with others to support customer service changes	x	x	
3. Assist with the evaluation of changes in customer service	3.1 Discuss with others how changes to customer service are working	x	x	
	3.2 Work with others to identify any negative effects of changes and how these can be avoided	x	x	
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	x	x	
	4.2 Show that they know and understand how customer feedback is obtained	x	x	
	4.3 Show that they know and understand how to work with others to identify and support change in the way service is delivered	x	x	
	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	x	x	

### Work with others to improve customer service

Level: 3		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 8				
Learning Outcome	Assessment Criteria			
1. Improve customer service by working with others	1.1 Contribute constructive ideas for improving customer service	x	x	
	1.2 Identify what they have to do to improve customer service and confirm this with others	x	x	
	1.3 Agree with others what they have to do to improve customer service	x	x	
	1.4 Co-operate with others to improve customer service	x	x	
	1.5 Keep their commitments made to others	x	x	
	1.6 Make others aware of anything that may affect plans to improve customer service	x	x	
2. Monitor their own performance when improving customer service	2.1 Discuss with others how what they do affects customer service performance	x	x	
	2.2 Identify how the way they work with others contributes towards improving customer service		x	
3. Monitor team performance when improving customer service	3.1 Discuss with others how teamwork affects customer service performance	x	x	
	3.2 Work with others to collect information on team customer service performance	x	x	

	3.3 Identify with others how customer service teamwork could be improved	x	x	
	3.4 Take action with others to improve customer service performance	x	x	

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		x	
	4.2 Describe the roles and responsibilities of others in their organisation		x	
	4.3 Describe the roles of others outside their organisation who have an impact on their services or products		x	
	4.4 Evaluate what the goals or targets of their organisation are in relation to customer service and how these are set	x	x	
	4.5 Evaluate how their organisation identifies improvements in customer service	x	x	

### Manage own professional development within an organisation

Level: 3		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Be able to assess own career goals and personal development.	1.1 Identify own career and personal goals.		x	
	1.2 Assess how own career goals affect work role and professional development.		x	
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.	x	x	
3. Be able to produce a personal development plan.	3.1 Identify gaps between objectives set, own current knowledge and skills.	x	x	
	3.2 Produce a development plan.	x	x	
4. Be able to implement and monitor own personal development plan.	4.1 Plan activities identified in own development plan.	x	x	
	4.2 Explain how to monitor and review own personal development plan.		x	

### Set objectives and provide support for team members

Level: 3		Observation	Question and Answer	Realistic working environment
Credit Value: 5				
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.		x	
	1.2 Set team objectives with its members which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound).	x	x	
	1.3 Communicate the team's purpose and objectives to its members	x	x	
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.	x	x	
	2.2 Ensure team members participate in the planning process and think creatively.	x	x	
	2.3 Develop plans to meet team objectives.	x	x	
	2.4 Set SMART personal work objectives with team members.	x	x	
3. Be able to support team members identifying opportunities and providing support.	3.1 Identify opportunities and difficulties faced by team members.	x	x	
	3.2 Discuss identified opportunities and difficulties with team members.	x	x	
	3.3 Provide advice and support to team members to overcome identified difficulties and challenges.	x	x	

	3.4 Provide advice and support to team members to make the most of identified opportunities.	x	x	
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.	x	x	
	4.2 Provide recognition when individual and team objectives have been achieved.	x	x	

### Plan, allocate and monitor work of a team

Level: 4		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 5				
Learning Outcome	Assessment Criteria			
1. Be able to produce a work plan for own area of responsibility.	1.1 Explain the context in which work is to be undertaken.	x	x	
	1.2 Identify the skills base and the resources available.	x	x	
	1.3 Examine priorities and success criteria needed for the team.	x	x	
	1.4 Produce a work plan for own area of responsibility.	x	x	
2. Be able to allocate and agree responsibilities with team members.	2.1 Identify team members' responsibilities for identified work activities.	x	x	
	2.2 Agree responsibilities and SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with team members.	x	x	
3. Be able to monitor the progress and quality of work in own area of responsibility and provide feedback.	3.1 Identify ways to monitor progress and quality of work.	x	x	
	3.2 Monitor and evaluate progress against agreed standards and provide feedback to team members.	x	x	
4. Be able to review and amend plans of work for own area of	4.1 Review and amend work plan where changes are needed.	x	x	

responsibility and communicate changes.	4.2 Communicate changes to team members.	x	x	
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## Participate in meetings

Level: 2		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Be able to prepare for a meeting.	1.1 Explain meeting objectives prior to the meeting.	x	x	
	1.2 Identify own role and prepare as necessary.	x	x	
2. Be able to participate in a meeting.	2.1 Contribute to meeting discussions using evidence to support own opinions.	x	x	
	2.2 Acknowledge other viewpoints presented at a meeting.	x	x	
	2.3 Seek clarification or confirmation of own understanding of outcomes.	x	x	
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.	x	x	

### Make effective decisions

Level: 3		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Be able to identify circumstances that require a decision to be made.	1.1 Explain the circumstances requiring a decision to be made.		x	
	1.2 State the desired objective(s) for making a decision.		x	
	1.3 Establish criteria on which to base the decision, in line with own organisation.	x	x	
2. Be able to collect information to inform decision-making.	2.1 Identify information needed to inform the decision-making process.	x	x	
	2.2 Communicate with stakeholders affected by the decision.	x	x	
	2.3 Explain how to inform stakeholders about the decision-making process.	x	x	
3. Be able to analyse information to inform decision-making.	3.1 Identify information for validity and relevance to the decision-making process.	x	x	
	3.2 Analyse information and against established criteria.	x	x	
4. Be able to make a decision.	4.1 Apply decision-making technique(s) to determine a decision.	x	x	
	4.2 Explain the decision made in line with desired objectives.	x	x	

	4.3 Communicate the decision taken to relevant stakeholders.	x	x	
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### Plan waste transport operations

Level: 3		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 8				
Learning Outcome	Assessment Criteria			
1. Plan the transport of waste loads	1.1 Obtain and confirm the details of the loads to be transported and the addresses from which they are to be uplifted.	x	x	
	1.2 Check the routing and scheduling information needed for transporting the loads.	x	x	
	1.3 Calculate the vehicle capacity for the loads to be transported.	x	x	
	1.4 Arrange for multiple uplifts where possible to make optimum use of resources.	x	x	
	1.5 Determine the availability of drivers, and the suitability of the vehicles and equipment required to transport the load safely and efficiently.	x	x	
	1.6 Confirm and allocate the resources to be used for transporting the loads.	x	x	
	1.7 Confirm the routes and operating schedules which have been compiled with other people involved in the transport operation.	x	x	
	1.8 Check the transport operation complies with all regulations and guidelines.	x	x	

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.	x	x	
	2.2 Record details of agreements made for waste uplifts in accordance with operational procedures and organisational requirements.	x	x	
	2.3 Check that records about the driver, vehicle, and the equipment allocated - for each uplift - are completed and processed in accordance with operational procedures.	x	x	
	2.4 Record incidents, accidents, or events that prevent the planned transport operation.	x	x	
	2.5 Check that uplift and transport documents required for legal compliance and quality assurance purposes are stored securely.	x	x	
	2.6 Record useful information about uplift sites, and restrictions affecting vehicle access, for use in planning future uplifts.	x	x	
	2.7 Arrange for drivers to notify the designated person of circumstances that interfere with their ability to meet the schedule for an uplift.	x	x	
3. Resolve problems which affect the transportation of waste	3.1 Notify uplift site personnel if the planned uplift cannot take place on schedule.	x	x	
	3.2 Reschedule delayed uplifts and subsequently delayed uplifts.	x	x	

	3.3 Advise drivers about adverse traffic or access problems which have been notified before they leave.	x	x	
	3.4 Arrange for drivers to be contacted by telephone where adverse traffic or access problems arise when they are in transit.	x	x	
	3.5 Arrange for assistance to be sent to any vehicle that is disabled whilst carrying out the scheduled operation.	x	x	
4. Understand the underpinning regulations, procedures and requirements for managing waste operations	4.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment.		x	
	4.2 Describe appropriately waste management legislation and guidance that is applicable to waste management sites.		x	
	4.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.	x	x	
	4.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.	x	x	
	4.5 Describe appropriately the organisational environmental policy and procedures applicable to the site.	x	x	

	4.6 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.	x	x	
	4.7 Describe appropriately the procedures for the proper management control of work activities on the site.	x	x	
5. Understand the specific regulation procedures and requirements for planning waste transport operations	5.1 Describe appropriately the legal regulations, operational procedures and codes of practice for the transport of waste and the operation of vehicles on the public highway.	x	x	
	5.2 Describe appropriately the operational requirements for making agreements and contracts for the uplift and transport of wastes.	x	x	
	5.3 Describe appropriately the records and data that need to be kept to comply with operational requirements.	x	x	
	5.4 Describe appropriately the principles of effective time and resource management for routing and scheduling waste transport operations.		x	
	5.5 Determine the characteristics of loads to be transported.	x	x	
	5.6 Determine how to recognise the interrelationship of staff availability, drivers' hours, weather, traffic regulations, vehicle availability and suitability, traffic flows, and site access conditions when compiling transport schedules.		x	

	5.7 Determine how to contact customers and arrange for rescheduled uplifts.	x	x	
	5.8 Determine how to access information to meet the responsibilities of the job role.	x	x	
	5.9 Determine how to transmit operational information to drivers, colleagues and customers.	x	x	
6. Work in a manner which underpins effective performance	6.1 Be receptive to new ways of working.	x	x	
	6.2 Treat people with civility.	x	x	

## Organise the Transportation of Loads

Level: 3		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 8				
Learning Outcome	Assessment Criteria			
1. Organise transport	1.1 Demonstrate information gathering in relation to: <ul style="list-style-type: none"> <li>• loads required</li> <li>• time of delivery/collection</li> <li>• place of delivery/collection</li> <li>• mode of transportation</li> <li>• any special delivery/collection requirements</li> <li>• any limitations or constraints applicable to the load, mode of transport or route</li> <li>• route planning</li> <li>• health, safety and environment</li> </ul>	x	x	
	1.2 Organise transport on a priority basis	x	x	
	1.3 Demonstrate the selection of appropriate transport	x	x	
	1.4 Issue instructions in relation to the transportation of the load according to organisational procedures	x	x	
	1.5 Carry out checks on the suitability of the mode of transport and the operator	x	x	

	1.6 Maintain records according to organisational procedures	x	x	
2. Understand the organisation of transportation of loads	2.1 Describe the type and characteristics of loads to be organised	x	x	
	2.2 Describe the type, characteristics and limitations of modes of transportation used	x	x	
	2.3 Explain how this information is used to organise transportation		x	
	2.4 Explain the organisational policies and procedures in relation to the safe and efficient organisation of transport	x	x	
	2.5 Explain the environmental, economic, and efficiency issues in relation to the loads and modes of transport used		x	
	2.6 Outline the requirements of relevant legislation, regulation and codes of practice including: <ul style="list-style-type: none"> <li>• weights and measures</li> <li>• drivers hours</li> <li>• drivers licence regulations</li> <li>• vehicle operators licensing requirements</li> <li>• waste handling requirements</li> <li>• environmental constraints</li> </ul>		x	

	<p>2.7 Explain the organisational policies and procedures in the event of:</p> <ul style="list-style-type: none"> <li>• suitable transport being unavailable</li> <li>• routing or scheduling cannot be achieved in accordance with organisational or regulatory requirements</li> <li>• transport breakdown</li> <li>• accidents or incidents</li> <li>• transport or operator not conforming to requirements for safe efficient operation</li> </ul>	x	x	
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## Standards and Assessment Guidance - Pathways Option Group 2

Candidates must take at least three units from this group. If no units were taken from Pathway Option Group 1 then four units must be taken from this group.

### Manage and maintain effective systems for responding to emergencies

Level: 4		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 19				
Learning Outcome	Assessment Criteria			
1. Implement emergency plans and procedures	1.1 Identify potential emergency situations for all activities dealing with waste and resources within their area of responsibility.	x	x	
	1.2 Review emergency systems and procedures to provide effective responses to emergencies that may arise during waste and resources handling, collection, transport, transfer or treatment processes.	x	x	
	1.3 Devise and implement new systems and procedures if they do not exist.	x	x	
	1.4 Establish preventative inspection and maintenance programmes for emergency equipment so that it is available and serviceable at all times.	x	x	
	1.5 Make provision for practices and drills to be carried out within normal work operations and record all such practices and drills in accordance with legislative and organisational requirements.	x	x	
	1.6 Introduce and establish mechanisms for communicating emergency plans and procedures to people concerned in ways that suit the types of information being given.	x	x	
	1.7 Carry out training programmes to meet reporting requirements for incidents and accidents.	x	x	

	1.8 Implement incident and accident reporting procedures for all activities in the work place.	x	x	
2. Maintain effective response to emergencies through the use of procedures and drills	2.1 Obtain feedback from all personnel participating in practises of emergency drills and use the feedback to improve procedures and practices for emergency situations.	x	x	
	2.2 Carry out reviews of established emergency procedures, and the equipment and resources needed for the procedures.	x	x	
	2.3 Arrange for any deficiencies identified through reviews, practices, and drills and implement plans to resolve the deficiency in accordance with legislative and organisational requirements.	x	x	
	2.4 Evaluate incident and accident reports and make improvements to the emergency plan and its procedures to reduce or eliminate the risks from the hazards identified.	x	x	
	2.5 Advise colleagues and managers about accidents, incidents, interruptions to work or any situations that require their attention.	x	x	
	2.6 Maintain a record of training in accident and emergency procedures for all staff employed.	x	x	
3. Understand the regulation procedures and requirements for managing and maintaining effective systems for responding to emergencies	3.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment.		x	
	3.2 Describe appropriately waste management and transport legislation and guidance that is applicable.		x	

	3.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.	x	x	
	3.4 Describe appropriately the legal requirements and company procedures for dealing with unauthorised wastes.	x	x	
	3.5 Describe appropriately the procedures for the proper management control of work activities.	x	x	
	3.6 Describe appropriately the organisational environmental policy and procedures applicable to the services provided.	x	x	
	3.7 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the services provided.	x	x	
4. Understand the specific regulation procedures and requirements for managing and maintaining effective systems for responding to emergencies	4.1 Describe appropriately health and safety requirements and emergency procedures.	x	x	
	4.2 Describe appropriately the procedures required in order to load, unload and handle different types of waste.	x	x	
	4.3 Describe appropriately reviewing, organising and resourcing emergency operations.	x	x	
	4.4 Describe appropriately record keeping and the types of data required for monitoring purposes.	x	x	
	4.5 Describe appropriately the organisation's objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards.		x	

	4.6 Describe appropriately the organisation's objectives and priorities for the provision of a waste and resource management service.		x	
	4.7 Describe appropriately the organisational procedures for the proper management control of work activities on customers sites.	x	x	
	4.8 Describe appropriately the records required by legislation and by organisational procedures in relation to the services provided.	x	x	
	4.9 Describe appropriately the specific legislative requirements and guidance applicable to the site and for collection and transport of waste.	x	x	
	4.10 Describe appropriately the records required by legislation and by company procedures in relation to the activities carried out to provide the service.	x	x	
	4.11 Describe appropriately the procedures for dealing with spillages.	x	x	X
	4.12 Describe appropriately the Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used when providing the service.	x	x	
	4.13 Determine the importance of customer and workplace feedback and how to respond.		x	
	4.14 Determine how to evaluate feedback in terms of impact on operations.	x	x	
	4.15 Determine the importance of monitoring implementation of a service to a customer and how to deal with problems arising during implementation.		x	

	4.16 Determine the different types of waste and materials that could be handled by the service provided.	x	x	
	4.17 Determine how to complete all relevant paperwork.	x	x	
	4.18 Determine the technical skills needed for the services provided.	x	x	
	4.19 Determine how to ensure that relevant staff has the required skills to provide a service and what to do in response to a perceived skills deficit.	x	x	
	4.20 Determine the storage and handling implications for the waste types handled when providing a service.		x	
	4.21 Determine the types, functions and limitations of waste handling equipment available for use on the service.	x	x	
	4.23 Determine how to use risk assessment and the identification of potential work-related hazards and difficulties.	x	x	
	4.24 Determine the potential hazards to safety, health and the environment arising from the activities carried out to provide the service.	x	x	
5. Work in a manner which underpins effective performance	5.1 Encourage others to develop themselves.	x	x	
	5.2 Apply integrity, fairness & consistency in decision making.	x	x	
	5.3 Use different leadership styles depending on the individual.	x	x	

### Control maintenance and other engineering operations

Level: 4		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 13				
Learning Outcome	Assessment Criteria			
1. Produce maintenance schedules	1.1 Confirm the maintenance activities that are required to achieve maintenance requirements and use the data to draw up the most suitable sequence and timing.	x	x	
	1.2 Schedule the time and resources available for undertaking maintenance activities.	x	x	
	1.3 Produce maintenance schedules that are capable of meeting all relevant maintenance requirements, comply with legislation, and meet the requirements of external bodies and equipment manufacturers.	x	x	
	1.4 Produce contingency plans which take account of potential difficulties.	x	x	
	1.5 Specify clearly and record the maintenance schedule in accordance with organisational procedures.	x	x	
	1.6 Implement procedures to ensure that test certificates and operator certificates are kept up-to-date.	x	x	
2. Use and communicate data and information	2.1 Communicate the maintenance schedules to the people involved in implementing them and to others who would be affected by them.	x	x	
	2.2 Provide clear and accurate instructions to those responsible for maintenance and other engineering activities and check they understand what is required.	x	x	

	2.3 Take steps to ensure those responsible for maintenance and other engineering activities will have the necessary resources available to carry out work to the required standard.	x	x	
	2.4 Review regularly the frequency, nature and causes of breakdowns and use the information to resolve the problems and prevent failures.	x	x	
	2.5 Maintain accurate and up-to-date records.	x	x	
3. Monitor maintenance and other engineering operations	3.1 Check the procedures to monitor and review the quality, safety and environmental impact of maintenance and other engineering activities are implemented correctly.	x	x	
	3.2 Take steps immediately to rectify any deviations from contractual or legal requirements.	x	x	
	3.3 Ensure the implementation of maintenance and other engineering activities comply with all relevant regulations and guidelines.	x	x	
	3.4 Ensure operatives on site implement and maintain the agreed systems to record faults and initiate repairs.	x	x	
	3.5 Be pro-active in taking measures to prevent potential breakdowns from occurring.	x	x	
4. Understand the underpinning regulations, procedures and requirements for managing waste operations	4.1 Describe appropriately the relevant legislation, regulations and codes of practice applicable to safety, health and the environment.		x	
	4.2 Describe appropriately waste management legislation and guidance that is applicable to waste management sites.		x	

	4.3 Describe appropriately the types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment.	x	x	
	4.4 Describe appropriately the regulatory requirements and company procedures for dealing with unauthorised wastes.	x	x	
	4.5 Describe appropriately the organisational environmental policy and procedures applicable to the site.	x	x	
	4.6 Describe appropriately risk analysis to minimise hazards to personnel and the environment for the whole workplace.	x	x	
	4.7 Describe appropriately the procedures for the proper management control of work activities on the site.	x	x	
5. Understand the specific regulation procedures and requirements for controlling maintenance and other engineering operations	5.1 Describe appropriately relevant legislation, Regulations, Codes of Practice and guidelines applicable to maintenance and other engineering activities.		x	
	5.2 Describe appropriately the maintenance activities required for the plant, systems, equipment, vehicles, buildings and structures for which they are responsible.	x	x	
	5.3 Describe appropriately the requirements for statutory testing of equipment and operator certificates.		x	
	5.4 Describe appropriately organisational procedures and legal requirements for environmental protection and safe working practices.	x	x	
	5.5 Describe appropriately organisational or site procedures and requirements for reporting faults and initiating repairs.	x	x	

	5.6 Describe appropriately organisational procedures for implementation, control and completion of contracts.	x	x	
	5.7 Describe appropriately the recording systems used for maintenance schedules and records, permits to work and other contract information.	x	x	
	5.8 Describe appropriately handling procedures.	x	x	
	5.9 Determine the time and resources needed for the required maintenance activities.		x	
	5.10 Determine the factors to be taken into account when scheduling maintenance activities, including any insurance company requirements.		x	
	5.11 Determine what difficulties might occur when implementing maintenance activities and what should be included in contingency plans.		x	
	5.12 Determine the importance of checking people's understanding of instructions and how to do this.		x	
	5.13 Determine the technical skills needed for the maintenance and engineering activities carried out on their site, how to check that the people involved have the required skills and what to do in response to a perceived skills deficit.	x	x	
	5.14 Determine the system for allocating contracts and permits to work and their role and responsibility in relation to these.	x	x	
	5.15 Determine the terms and conditions of contracts for which they are responsible, including any insurance policy conditions regarding contract work.	x	x	

	5.16 Determine the quality assurance systems that are being used for the maintenance and other engineering activities.	x	x	
	5.17 Determine the importance of enforcing procedures for quality, safety and environmental protection and the actions to take in response to deviations from these.		x	
	5.18 Determine the factors that increase the likelihood of breakdowns and action to take to prevent or reduce these, including the relationship between breakdowns and planned maintenance.		x	
	5.19 Determine handling implications of recyclable materials.	x	x	
6. Work in a manner which underpins effective performance	6.1 Be assertive in making decisions.	x	x	
	6.2 Pursue accountability of staff for delegated responsibilities.	x	x	
	6.3 Reflect critically on personal achievements to inform future actions.	x	x	

### Identify and evaluate sustainable resources in a waste environment

Level: 4		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 8				
Learning Outcome	Assessment Criteria			
1. Be able to identify and evaluate sustainable resources	1.1 Investigate, from appropriate information sources, the factors which impact on the utilisation and sustainability of finite and renewable resources.	x	x	
	1.2 Estimate the costs and implications of the management and replacement of renewable resources.	x	x	
	1.3 Identify and summarise appropriate and valid information sources and identify potential alternative resources.	x	x	
	1.4 Compare the technical performance and environmental implications of alternative resources with the performance of existing finite resources with a similar function and calculate any variances.	x	x	
2. Understand how to identify and evaluate sustainable resources	2.1 Examine how to investigate, from appropriate information sources, the factors which impact on the utilisation and sustainability of finite and renewable resources.	x	x	
	2.2 Examine how to estimate the costs and implications of the management and replacement of renewable resources.	x	x	
	2.3 Describe how to identify and summarise appropriate and valid information sources and identify potential alternative resources.		x	

	2.4 Propose how to compare the technical performance and environmental implications of alternative resources with the performance of existing finite resources with a similar function and calculate any variances.	x	x	
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### Review the quality of customer service

Level: 4		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 8				
Learning Outcome	Assessment Criteria			
1. Plan how to measure customer service	1.1 Identify the features of customer service delivery that affect customer satisfaction	x	x	
	1.2 Plan how they will monitor the features of customer service delivery that affect customer satisfaction	x	x	
	1.3 Plan how they will analyse the information they have collected	x	x	
2. Collect and analyse information on customer service	2.1 Implement their plans for monitoring customer service processes and outcomes	x	x	
	2.2 Analyse the monitoring information they have collected	x	x	
	2.3 Compare the conclusions of their analysis with the criteria they identified	x	x	
	2.4 Adapt their plans if the agreed methods of collecting and analysing information are not proving effective	x	x	
	2.5 Communicate the results of their measurement of customer service to colleagues	x	x	
	2.6 Agree actions to improve customer service that result from their measurements and analysis	x	x	
3. Understand how to review the quality of customer service	3.1 Explain the importance of measuring the quality of customer service		x	
	3.2 Explain which aspects of the customer service process affect customer satisfaction	-	x	

	3.3 Explain how to select the criteria they will use for measurement of customer service	-	x	
	3.4 Explain how to construct representative samples	x	x	
	3.5 Describe the types of information collection methods they could use	x	x	
	3.6 Describe methods of analysing information on the quality of service	x	x	
	3.7 Explain how to identify recommendations that flow from their measurement of customer service	x	x	
	3.8 Explain the procedures for making recommendations on customer service improvements within their organisation		x	

### Ensure compliance with legal, regulatory, ethical and social requirements

Level: 4		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 5				
Learning Outcome	Assessment Criteria			
1. Be able to monitor the operational compliance of procedures in meeting legal, regulatory, ethical and social requirements.	1.1 Monitor the operational compliance of procedures in meeting legal, regulatory, ethical and social requirements.	x	x	
2. Be able to identify and make recommendations on areas of non-compliance with procedures for legal, regulatory, ethical and social requirements relating to own area of responsibility.	2.1 Identify areas of non-compliance with legal, regulatory, ethical and social procedures.	x	x	
	2.2 Examine reasons for non-compliance with procedures	x	x	
	2.3 Make recommendations for corrections to ensure compliance with procedures.	x	x	

### Implement change in own area of responsibility

Level: 4		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 6				
Learning Outcome	Assessment Criteria			
1. Understand how to implement change in own area of responsibility.	1.1 Explain the main models and methods for managing change.		x	
2. Be able to involve and support others through the change process.	2.1 Communicate the benefits of and reasons for change and how they relate to business objectives.	x	x	
	2.2 Implement and agree a plan to support change.	x	x	
3. Be able to implement and monitor a plan for change in own area of responsibility.	3.1 Apply SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with individuals and teams to plan for change.	x	x	
	3.2 Assess opportunities and barriers to change.	x	x	
	3.3 Review action plans and activities according to identified opportunities and barriers to change.	x	x	

### Work productively with colleagues and stakeholders

Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 6				
Learning Outcome	Assessment Criteria			
1. Be able to provide colleagues and stakeholders with information.	1.1 Identify information to be communicated to selected colleagues and stakeholders.	x	x	
	1.2 Adapt and present appropriate information in ways that promote understanding to colleagues or stakeholders.	x	x	
2. Be able to consult with colleagues and stakeholders in relation to decisions or activities.	2.1 Communicate with colleagues and stakeholders regarding any decisions or activities.	x	x	
3. Understand the importance of fulfilling agreements and honouring commitments made to colleagues and stakeholders.	3.1 Examine the benefits of ensuring agreements made with colleagues and stakeholders are fulfilled.	x	x	
	3.2 Examine the negative impact on individuals and organisations of not fulfilling agreements made with colleagues and stakeholders.	x	x	
4. Understand how to manage potential conflicts of interest.	4.1 Explain how to identify and manage potential conflicts of interest.	x	x	
5. Understand how to be able to monitor working relationships.	5.1 Explain the importance of monitoring changes in the working environment in relation to colleagues and stakeholders.	x	x	
	5.2 Explain how to monitor change in the working environment.		x	
6. Be able to review and improve the effectiveness of working relationships.	6.1 Analyse feedback on working relationships from colleagues and stakeholders.	x	x	
	6.2 Evaluate working relationships with colleagues and stakeholders in terms of continued use and effectiveness.	x	x	

	6.3 Identify and implement improvements to working relationships.	x	x	
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### Recruit staff in own area of responsibility

Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Be able to review human resource requirements to meet business objectives in own area of responsibility.	1.1 Examine the human resources required to meet objectives in own area of responsibility.	x	x	
	1.2 Identify gaps between current and required human resources to meet objectives.	x	x	
	1.3 Assess the options for human resource requirements to meet objectives.	x	x	
2. Understand the importance of ensuring that recruitment and selection processes meet legal, regulatory, ethical and social requirements.	2.1 Explain how to ensure recruitment and selection processes are fair.		x	
	2.2 Explain how to ensure that legal requirements, industry regulations, organisational policies and professional codes are met.		x	
	2.3 Explain when to seek specialist expertise throughout the recruitment process.		x	
3. Be able to participate in the recruitment and selection process.	3.1 Consult with relevant others to produce or update job descriptions.	x	x	
	3.2 Agree with colleagues the stages in the recruitment and selection process for identified vacancies	x	x	
	3.3 Identify the methods and criteria that will be used in the recruitment and selection process.	x	x	
4. Be able to evaluate the recruitment and selection process and identify improvements for the future.	4.1 Assess and select candidates using agreed methods and criteria.	x	x	
	4.2 Evaluate the recruitment and selection methods and criteria used in own area of responsibility.	x	x	

	4.3 Identify ways of improving future recruitment and selection.	x	x	
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### Manage and Plan an Operational Area within an Organisation

Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 9				
Learning Outcome	Assessment Criteria			
1. Be able to identify workforce requirements in an operational area.	1.1 Identify specialist expertise that may be useful in workforce planning.	x	x	
	1.2 Analyse key operational issues that are likely to impact on workforce requirements.	x	x	
	1.3 Review an organisation's operational objectives and plans to inform workforce planning.	x	x	
2. Be able to review the current workforce of an operational area.	2.1 Identify and assess any gaps, between the current workforce capacity and future workforce requirements.	x	x	
3. Be able to plan the workforce requirements of an operational area.	3.1 Develop and implement a plan, with input and agreement from recruitment specialists, that satisfies the organisation's long, medium and short-term operational workforce requirements.	x	x	
	3.2 Ensure that resources needed to recruit, keep and redeploy people are made available.	x	x	
4. Be able to communicate workforce plans.	4.1 Communicate workforce plans to relevant individuals.	x	x	

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

Level: 4		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 5				
Learning Outcome	Assessment Criteria			
1. Be able to produce a work plan for own area of responsibility.	1.1 Explain the context in which work is to be undertaken.	x	x	
	1.2 Identify the skills base and the resources available.	x	x	
	1.3 Examine priorities and success criteria needed for the team.	x	x	
	1.4 Produce a work plan for own area of responsibility.	x	x	
2. Be able to allocate and agree responsibilities with team members.	2.1 Identify team members' responsibilities for identified work activities.	x	x	
	2.2 Agree responsibilities and SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with team members.	x	x	
3. Be able to monitor the progress and quality of work in own area of responsibility and provide feedback.	3.1 Identify ways to monitor progress and quality of work.	x	x	
	3.2 Monitor and evaluate progress against agreed standards and provide feedback to team members.	x	x	
4. Be able to review and amend plans of work for own area of responsibility and communicate changes.	4.1 Review and amend work plan where changes are needed.	x	x	
	4.2 Communicate changes to team members.	x	x	

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

Level: 4		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 5				
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.	x	x	
	1.2 Prioritise learning needs of colleagues.	x	x	
	1.3 Produce personal development plans for colleagues in own area of responsibility.	x	x	
2. Understand how to develop a learning environment in own area of responsibility.	2.1 Explain the benefits of continual learning and development.		x	
	2.2 Explain how learning opportunities can be provided for own area of responsibility.		x	
3. Be able to support colleagues in learning and its application.	3.1 Identify information, advice and guidance to support learning.	x	x	
	3.2 Communicate to colleagues how to take responsibility for their own learning.	x	x	
	3.3 Explain to colleagues how to gain access to learning resources.	x	x	
	3.4 Support colleagues to practise and reflect on what they have learned.	x	x	
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.	x	x	
	4.2 Support colleagues when updating their personal development plan.	x	x	

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

Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 7				
Learning Outcome	Assessment Criteria			
1. Be able to prepare a budget for own area of responsibility.	1.1 Evaluate information on resource requirements for own area of activity or work.	x	x	
	1.2 Produce a draft budget.	x	x	
	1.3 Communicate the final budget with relevant stakeholders.	x	x	
2. Be able to manage a budget.	2.1 Analyse variances between planned and actual expenditure.	x	x	
	2.2 Provide information on performance to relevant stakeholders.	x	x	
	2.3 Explain how to take corrective action within the limits of own authority, in response to budget variances and developments.	x	x	
	2.4 Explain proposed revisions to budget and obtain agreement where actions are beyond the scope of own authority.	x	x	
3. Be able to review budget management performance.	3.1 Review performance against budget.	x	x	
	3.2 Assess improvements for future budget planning and management.	x	x	
	3.3 Monitor budget performance and implement changes within the limits of own authority or obtain agreement.	x	x	