



Assessment Guidance for the SVQ in Frontline Environmental Services at level 2

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About this guide

This guide provides some practical advice on how to assess your candidates for the **SVQ in Frontline Environmental Services at level 2**. You may be able to think of other ways of assessing your candidates and recording your decisions about their competence.

It includes copies of the NOS and the structure of the SVQ, as well as blank recording forms.

Introduction to SVQs

About this SVQ

This SVQ was developed primarily to meet the needs of Local Authorities in Scotland and matches the job role of employees working at level 2 in this sector. It is a very flexible award that has a small number of mandatory Units and a large pool of options.

The waste management industry is increasingly influenced by government priorities and by the need to manage waste sustainably.

Because of this, SQA has worked with Energy and Utility Skills and with employers to develop and provide this SVQ. We have designed it to meet the needs and expectations of the waste management industry.

This SVQ is designed to:

- ◆ provide a practical, hands-on qualification for anyone employed in frontline services in the waste management industry
- ◆ be open to people of all ages and at any stage in their career
- ◆ be a very flexible qualification that can be tailored to meet your organisation's requirements, or to cover a specific job role
- ◆ give learners the ability to create a safe and healthy working environment, minimising risk and reducing accidents
- ◆ offer progression to Level 3 (supervisory) and Level 4 (management) SVQs in Waste Management

The National Waste Plan, produced by SEPA and the Scottish Executive in 2003, is central to reducing the amount of waste we produce and to increasing our level of recycling. This SVQ is a key part of the plan, providing and certifying the skills and knowledge of the workforce who will carry it out.

Who is involved in SVQs?

A number of individuals are involved in SVQ assessment. Their roles have been designed to guarantee fair accurate and consistent assessment.

- ◆ **the candidate:** the person who wants to achieve the SVQ (eg an employee)
- ◆ **the assessor*:** the person who assesses the work of the candidates and decides if they are competent (eg supervisor)
- ◆ **the internal verifier*:** an individual nominated by the centre (eg a company) who ensures that assessors apply the standards uniformly and consistently (eg supervisor's line manager)

- ◆ **the external verifier***: an individual appointed by SQA who ensures that standards are being applied uniformly and consistently across all centres offering the SVQ
- ◆ **Expert Witnesses:** may also be involved — their role is further explained on page 10

*Assessors and verifiers in centres will be asked by SQA to prove they have the appropriate occupational competence to assess and verify the SVQ. Occupational competence has been defined by the standards-setting body in the Assessment Strategy for this SVQ — see SQA’s website: www.sqa.org.uk

Assessors and verifiers are also expected to obtain an appropriate qualification in assessment and verification — this can be the Assessor/Verifier Units (the national standards for assessment and verification), or an alternative qualification which SQA also recognises. The Assessment Strategy developed by Energy and Utility Skills provides information on the qualifications required for assessors, internal verifiers and external verifiers.

The steps involved in assessing a candidate for an SVQ

These are the main stages in the assessment process:

- ◆ assessment planning
- ◆ generating and collecting evidence of the candidate’s competence
- ◆ judging the evidence of the candidate’s ability and making an assessment decision based on the evidence
- ◆ recording the assessment decision and the candidate’s achievement
- ◆ reviewing and updating the assessment plan

Preparing to assess the SVQ

This section offers practical advice on how to begin assessing candidates for the SVQ. This advice is offered as an example of good practice — you may develop your own approaches to assessing your candidates which also work well.

Your role and your candidate’s role

Assessing the SVQ will involve several stages. Both you and the candidate should be clear on your roles in the assessment process before you begin.

Your role

- ◆ ensure candidates understand what is to be assessed and how it is to be assessed

- ◆ ensure the conditions and resources required for assessment are available
- ◆ help candidates to identify and gather evidence
- ◆ observe and record candidates carrying out the activities described in the standards — records should say what has been observed, how it was carried out, and what standard has been demonstrated
- ◆ assess products of the candidate's own work
- ◆ question candidates and record results
- ◆ help candidates to present evidence
- ◆ authenticate the evidence candidates provide
- ◆ judge evidence and make assessment decisions
- ◆ identify gaps or shortfalls in candidates' competence
- ◆ provide feedback to candidates throughout the assessment process
- ◆ record achievement

Candidate's role

- ◆ prepare for assessment — become familiar with the standards, what is to be assessed and how it is to be assessed
- ◆ help to identify sources of evidence and how these could be assessed
- ◆ carry out activities, and/or produce products of own work, and/or answer questions
- ◆ gather and present evidence
- ◆ receive and act on feedback from the assessor

Assessment Planning

In planning for assessment, you will find it helpful to meet with your candidate and plan what is to be assessed, in what way, and when and where the assessment is to take place. This discussion can be confirmed in the form of an agreed assessment plan between you and your candidate.

You should treat assessment plans as working documents — they can be updated and changed as you review progress with your candidate.

As you are planning assessment, don't forget to make the most of opportunities to *integrate* assessment. This means planning to assess an activity which draws on the contents of different Units. It can be a practical and cost-effective way of assessing your candidate's competence.

If you are a new assessor working towards your A/V Units (the national standard in assessment and verification) you will need copies of completed assessment plans and assessment plan reviews as part of your evidence.

Assessment Methodology

This section outlines the assessment methodology that must be applied to the following SVQ:

Frontline Environmental Services SVQ level 2

Standard Quality Assurance methodology for Workplace Assessed Qualifications will be used. Evidence will normally be gathered in the workplace.

Workplace Evidence

Assessment centres must:

- ◆ Ensure that candidates have access to the resources commonly in use in the occupational area(s) and that the pressures and constraints of the workplace are properly reflected.
- ◆ Ensure that the principles and values of the occupational area(s) are embedded in the operation of the workplace.
- ◆ Demonstrate a commitment to quality and good practice which may include the pursuit of other schemes which recognise industry best practice.
- ◆ Ensure that assessment sites conform with Health and Safety requirements and good health and safety practice is reflected in assessment.
- ◆ Maintain a register of all assessors and Internal Verifiers.
- ◆ Provide evidence of their plans to keep assessors and Internal Verifiers updated with current industry requirements.

Where applicable, the Energy and Utility Skills will provide advice on the minimum 'resource requirements' needed by an Approved Assessment Centre to provide adequate experience to the candidate.

Centres may wish to prepare question banks to test the knowledge and understanding of candidates undertaking the award. SQA will undertake to prior verify these instruments of assessment prior to delivery.

Simulation

Simulation should only be used in exceptional circumstances when one or more of the following conditions apply:

- ◆ health and safety considerations
- ◆ emergency and crisis management
- ◆ activities that would cause serious inconvenience or loss to an employer if there was an undue delay in their being carried out
- ◆ infrequently occurring activities
- ◆ equality of access
- ◆ issues of confidentiality
- ◆ dealing with distressed people and difficult situations

Awarding bodies must ensure a common approach to the use of simulation agreed with Energy and Utility Skills through the Awarding Body Forum.

Simulations must comply with the following requirements for realistic working environments:

- ◆ the contingency to which the candidate is required to respond must be realistic and reasonable in terms of its scale and the speed of response required
- ◆ the candidate must be able to demonstrate the actions they would take, using equipment and materials commonly found within the working environment in which they are working
- ◆ information available to the candidate on the nature of the contingency and the response expected must be consistent with the policies and practices of the work environment in which they are working

Centres should have a strategy for assessment agreed with the External Verifier, which includes the approach to be taken to the use and nature of simulation. All simulations must be planned, developed and documented by the centre in a way that ensures the simulation correctly reflects what the standard seeks to assess.

The use of simulation should be monitored by the External Verifier to ensure that where simulations are used, they are based in a realistic work environment as described above. For this SVQ simulation may be employed with the following Units:

Unit WO3 Comply with emergency procedures on waste management activities

Responding to accidents and emergency situations and minimising risk

WO12 Manually clear snow and treat highways and land for ice

Components 1 & 2 clearing and treating snow affected highways

Expertise of assessors and verifiers

The criteria identified by Energy and Utility Skills applies in all occupational areas covered by this SVQ and is outlined in detail in the Assessment Strategy. The following sections provide some general guidance on this.

Assessors and Verifiers should have had experience which involved one of the following:

- ◆ performing the roles covered by the standards they are assessing as an experienced practitioner
- ◆ being directly responsible for directing and supervising the work of those who are performing the functions
- ◆ providing formal guidance or instruction to waste management staff on the effective performance of the functions covered by the standards which they are assessing

They should:

- ◆ have up-to-date knowledge of current practice and emerging issues within their industry and be aware there may be differences between the 4 UK countries
- ◆ have a thorough understanding of the National Occupational Standards for the qualifications they are assessing or verifying and be able to interpret them and offer advice on assessment-related matters
- ◆ show experience and working knowledge of the assessment and verification processes relating to the context in which they are working
- ◆ demonstrate they have relevant and credible technical and/or industrial experience at a level relevant to their role and the award
- ◆ have or be working towards being qualified-Assessor or Verifier Units of competence (A or V Units or D Units)

Assessors should:

- ◆ have a sound knowledge and understanding of the National Occupational Standards and SVQ Frontline Environmental Services
- ◆ have knowledge of and commitment to the principles and values of the sector, including those of the relevant sector for Units imported from other areas of practice
- ◆ provide evidence of continuing professional development to maintain their occupational expertise. This will be monitored and verified by the External Verifier
- ◆ only assess in their acknowledged area of technical and occupational competence. However, expert witnesses could also be used to cover technical competence requirements if necessary

They may be appointed to assess individual Units or whole awards. Where they assess individual Units only then there must be an assessor responsible for ensuring that full competence is demonstrated across all the required Units for a qualification

Internal Verifiers should:

- ◆ be an experienced practitioner who has demonstrated the competences required by the standards during their professional career
- or be
- ◆ a manager or supervisor of those who regularly perform the competences required who is directly responsible for monitoring the work performance of such individuals
- or be
- ◆ a trainer who is occupationally competent and who has direct responsibility for developing the competences required in the standards
 - ◆ satisfy the qualification requirements specified by the regulatory authorities and Energy and Utility Skills
 - ◆ have a thorough knowledge of the sector and its settings, including current legislative and regulatory requirements, codes of practice and guidance within the home country where assessment is taking place
 - ◆ have knowledge of and commitment to the principles and values of the sector, including those of the relevant sector for Units imported from other areas of practice
 - ◆ provide evidence of continuing professional development to maintain their occupational expertise. This will be monitored and verified by the External Verifier

External Verifiers should:

- ◆ have had experience of working in the sector, in a capacity which involved them making judgements as to the quality of provision offered
- ◆ have a thorough knowledge and understanding of the waste and management sector and its settings, including current legislative and regulatory requirements, codes of practice and guidance within the home country where assessment is taking place
- ◆ know and understand and be committed to the content and guidance provided in the current edition of Energy and Utility Skills Assessment Strategy
- ◆ provide evidence of continuing professional development to maintain their occupational expertise and consistency of assessment across all of the Awarding Body's centres
- ◆ will be appointed by SQA in line with the criteria outlined by the regulatory body and the additional technical guidance outlined by Energy and Utility Skills in the Assessment Strategy for this award

Witness Testimony

The use of witness and expert witness testimony is encouraged by SQA.

As a minimum, **witnesses** should be:

- ◆ fully briefed and clear about the purpose and use of the testimony
- ◆ able to demonstrate they have the necessary expertise in the occupational area for which they are providing testimony

Expert witnesses should be:

- ◆ occupationally competent in the functions covered by the Units to which they are contributing. This competence will have been gained by working within the energy and utilities sector
- ◆ maintaining their occupational competence by engaging in continuing professional development activities to keep up-to-date with developments and changes taking place within the energy and utilities sector
- ◆ working currently, or within the last year, in a post directly related to the SVQ Units they are witnessing
- ◆ familiar with the national occupational standards and be able to interpret current working practices and technologies within the area of work
- ◆ have had an appropriate induction to the Energy & Utility Skills National Occupational Standards, the awarding body, and assessment centre requirements and have ongoing support by way of access to updating and other issues connected with the qualifications

External Quality Control

External Quality Control will be achieved by implementing the Enhanced External Verification process of the Assessment Strategy. This will include both assuring the quality of the centre that is responsible for making the assessment and sampling from the judgements made by assessors for a number of candidates to ensure they consistently meet the standards.

SQA External Verifiers will visit current centres at least once per year. The sample of work for verification should, ideally, comprise the work of 12 candidates. This number is large enough to ensure assessment reliability, however, if any problems are identified the sample can be increased. For centres with fewer than 12 candidates, the entire group of candidates' work will be scrutinised. Where a centre has more than 12 candidates entered for a Unit, SQA will select the candidates who will comprise the sample and notify the centre. SQA will ensure there is consistency across the geographical spread of approved centres.

Details of the Assessment Strategy are outlined at the approval stage. All centres will have to sign up to the Assessment Strategy before they can enter candidates for the qualification. This is monitored by the Approvals

Section and the centre's approval status is not updated until it is signed off and returned.

External Verifiers will receive their own copy of the Assessment Strategy and this will form part of the agenda for future verification group meetings. Lead officers are invited by verification staff to attend training events. These meetings will allow SQA to gain feedback from External Verifiers, regarding the assessment standards and their application.

All centres offering the qualification will be selected for verification, ie 100% sample.

SQA will apply a number of targeting strategies:

- ◆ monitoring of External Verifier reports
- ◆ monitoring of System Verifier's reports
- ◆ post Approval visits
- ◆ hold Certification

Communication to centres

SQA uses a variety of methods to update centres on new developments. This includes publishing information on SQA's website, including details of new SVQs in the SVQ Update and where appropriate contacting approved centres by letter or e-mail.

This Assessment Guidance document complements the *Guide to Assessment* produced by SQA — see SQA's website: www.sqa.org.uk

Structure of the SVQ

This section lists the Units which form the SVQ in Frontline Environmental Services at level 2 (GG2L 22).

To achieve the **Group Award** candidates must complete **five** mandatory Units plus **five** optional Units.

A maximum of two optional Units must be chosen from optional group B.

The following Units were accredited with the SVQ in 9 January 2013.

Note: Centres should ensure they are using current versions of the Units.

These can be located on www.ukstandards.org.uk

Index	Group A — Mandatory Units [all five of these Units]	SQA Ref	SSC Ref	Originating SSC
1	Manual handling and lifting of loads	F8WM 04	WO36	Creative & Cultural Skills 9
2	Work safely at heights	F0DN 04	WO42	Port Skills & Safety 4.1.6
3	Make sure your own actions reduce risks to health and safety	F7EG 04	HSS1	ENTO
4	Contribute to the sustainability, maintenance and preservation of the environment	H2J1 04	WO29	EU Skills
5	Work with others to improve customer service	F05Y 04	ICSD8	ICS
Group B — Optional Units				
6	Transportation of waste	F8WP 04	WO 9	EU Skills
7	Mechanically handle waste	F8WR 04	WO28	EU Skills
8	Control vehicle movements on site	F8WV 04	WO31	EU Skills
9	Manual collection of waste	F8WW 04	WO4	EU Skills
10	Working with other people	F8X3 04	WO2	EU Skills
11	Maintain the security of waste management facilities	F8X4 04	WO13	EU Skills
12	Mechanically handle recyclable materials	F8X9 04	WO43	EU Skills
13	Control the reception of recyclable materials	F8XC 04	WO45	EU Skills
14	Collect recyclable materials	F8XE 04	WO30	EU Skills
Group C — Optional Units				
15	Perform street cleansing manually	F4R3 04	WO49	Asset Skills 2.18
16	Perform street cleansing by machine	F4R4 04	WO50	Asset Skills 2.19
17	Clean and maintain external surfaces and areas	F4PM 04	WO51	Asset Skills C2 06
18	Loading a waste transport vehicle	F8WN 04	WO 5	EU Skills
19	Store waste and operating materials within a waste facility	F8WT 04	WO18	EU Skills
20	Validation of waste	F8WX 04	WO10	EU Skills
21	Inspection of vehicles used in waste management facilities	F8WY 04	WO15	EU Skills
22	Manually clear snow and treat highways and land for ice	F8X0 04	WO12	EU Skills
23	Comply with emergency procedures on waste management activities	F8X1 04	WO3	EU Skills
24	Maintain a healthy and safe working environment for waste management activities	F8X2 04	WO1	EU Skills

25	Control the risk from vehicle and plant movements on waste management facilities	F8X5 04	WO7	EU Skills
26	Workplace hazard awareness and control	F8X6 04	WO34	EU Skills
27	Maintain effective working relationships during recycling operations	F8X7 04	WO32	EU Skills
28	Control the handover of recyclable materials	F8XA 04	WO44	EU Skills
29	Sort and Prepare Recyclable Materials for Processing	F8XD 04	WO46	EU Skills
30	Operate Plant for the Processing of Recyclable Materials	F8XF 04	WO47	EU Skills
31	Use and Maintain Equipment and Machines	F8X8 04	L27	Lantra

Mandatory Units

WO36 Manual handling and lifting of loads

This national occupational standard CCS9 belongs to the Creative and Cultural Skills – the standards setting body for Advertising, Crafts, Cultural Heritage, Design, Literature, Music, Performing, and Visual Arts.

Area of competence

This national occupational standard is about lifting and moving loads safely. It covers both manual lifting and the use of lifting equipment. You are expected to use approved lifting and handling techniques and follow company and manufacturers' guidelines and instructions when operating lifting and handling equipment.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- 1 Take suitable safety measures before lifting to protect yourself and other people
- 2 Use approved lifting and handling techniques
- 3 Check that any equipment you need to use is fit for use
- 4 Use lifting and handling equipment in line with company guidelines and manufacturers' instructions
- 5 Plan a safe and efficient route for moving goods
- 6 Make sure that you understand your responsibilities when you ask others to help in lifting and handling operations

Knowledge and understanding

You know and understand the following:

- a How to find out what you can lift safely
- b How to find out the weight of the loads you are asked to lift
- c Company guidelines for not lifting more than is safe
- d Why you should plan your route when moving goods
- e How to plan your route when moving goods, including the types of obstacles to look for and how to remove or avoid them
- f Approved techniques for safe handling and lifting
- g Company guidelines and manufacturers' instructions for using lifting and handling equipment
- h How using unsafe techniques for lifting and handling can affect you, the people lifting with you, and others close by

WO42 Work safely at heights

This national occupational standard 4.16 belongs to Port Skills and Safety – the standards setting body for the ports industry’s organisation for health, safety, skills and standards.

Area of competence

This Unit is about working safely at heights, on land or when working aboard a vessel. It includes assessing the risks involved, taking all suitable precautions and following the correct procedures.

This Unit applies to individuals who work at heights, including those working for example, on containers, gantries, ladders or similar structures from where there is a danger of falling.

Health and safety

Maintaining health and safety is of paramount importance at all times when working within a port environment. Unit 4.1.1 ‘Take action to reduce risks to health and safety within a port environment’ is recommended to everyone working within a port environment, and supports this Unit.

In addition, further Units address best practice in ensuring health and safety when dealing with dangerous cargo (Unit 4.1.2), working near water (4.1.3), surviving in water (4.1.4), working alone (4.1.5), and working in confined spaces (4.1.7).

Skills and competencies which demonstrate effective performance

You show you are competent to:

- 1 You undertake the work according to an agreed plan
- 2 You assess correctly the risks associated with the task to be undertaken, taking into account the potential dangers of falling, of dropping tools and debris, the stability of ladders, the working area, any overhead cables and equipment, and other people in the vicinity
- 3 You take proper precautions to address all risks identified
- 4 You wear suitable personal protection equipment correctly, including, where relevant, a full body harness, ensuring that these are in good condition and functioning properly
- 5 You ensure that safety barriers are in place around the working area

- 6 You obtain a permit to work, where required, before working at heights
- 7 You confirm that fall protection equipment is maintained and used properly
- 8 You undertake all required pre-use checks, including ensuring that height access equipment is free from obvious defects before use
- 9 You confirm that height access equipment is deployed, secured before operations and used correctly
- 10 You maintain frequent communication with an identified colleague
- 11 Work areas are left clean, tidy and free of obstructions
- 12 You use and store all height access and personal protective equipment correctly

Behaviours which underpin effective performance — how you must do it

- 13 Your personal activities and attitude in the workplace are designed to maintain the health and safety of yourself and others around you at all times.

Knowledge and understanding

What you must know

General knowledge and understanding

You know and understand your own individual responsibility relating to maintaining safe working practices and procedures when working at heights, and are aware of their link to Health and Safety legislation.

Industry specific knowledge and understanding

- a You know and understand the risks associated with working at heights, especially when carrying or handling objects, and how to control these risks
- b You know and understand the precautions appropriate to minimising risks associated with working at heights
- c You know and understand current PSSSL guidance relevant to working at heights
- d A list of relevant HSE and related regulatory documents will be appended to the NOS and will be updated as required

Organisational specific knowledge and understanding

- e You know and understand your organisation's policies and procedures for preparing for, and working at heights
- f You know and understand your organisation's procedures for using and storing height access and personal protective equipment
- g You know and understand how to operate your organisation's fall protection equipment
- h You know and understand the workplace policies and procedures relating to controlling risks to health and safety within your organisation

HSS1 Make sure your own actions reduce risks to health and safety

This national occupational standard HSS1 belongs to ENTO – the standards setting body for Health and Safety.

Area of competence

This national occupational standard is about **the health and safety responsibilities for everyone in your workplace. It describes the competences required to make sure that:**

- ◆ your own actions do not create any health and safety hazards
- ◆ you do not ignore significant risks in your workplace, and
- ◆ you take sensible action to put things right, including: reporting situations which pose a danger to people in the workplace and seeking advice

Fundamental to this standard is an understanding of the terms ‘hazard’, ‘risk’ and ‘control’.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Identify the hazards and evaluate the risks in your workplace
- ◆ Reduce the risks to health and safety in your workplace

Identify the hazards and evaluate the risks in your workplace

- 1 identify which workplace instructions are relevant to your job
- 2 identify those working practices in your job which could harm you or others
- 3 identify those aspects of your workplace which could harm you or others
- 4 check which of the potentially harmful working practices and aspects of your workplace present
- 5 the highest risks to you or to others
- 6 deal with hazards in accordance with workplace instructions and legal requirements
- 7 correctly name and locate the people responsible for health and safety in your workplace
- 8 report to the people responsible

Reduce the risks to health and safety in your workplace

- 9 carry out your work in accordance with your level of competence, workplace instructions, suppliers or manufacturers instructions and legal requirements
- 10 control those health and safety risks within your capability and job responsibilities
- 11 pass on suggestions for reducing risks to health and safety to the responsible people
- 12 make sure your behaviour does not endanger the health and safety of you or others in your workplace
- 13 follow the workplace instructions and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- 14 report any differences between workplace instructions and suppliers' or manufacturers' instructions
- 15 make sure that your personal presentation and behaviour at work:
 - ◆ protects the health and safety of you and others,
 - ◆ meets any legal responsibilities, and
 - ◆ is in accordance with workplace instructions
- 16 make sure you follow environmentally-friendly working practices

Knowledge and Understanding for this Unit

You must know and understand:

- a what 'hazards' and 'risks' are
- b your responsibilities and legal duties for health and safety in the workplace
- c your responsibilities for health and safety as required by the law covering your job role
- d the hazards which exist in your workplace and the safe working practices which you must follow.
- e the particular health and safety hazards which may be present in your own job and the precautions you must take
- f the importance of remaining alert to the presence of hazards in the whole workplace
- g the importance of dealing with, or promptly reporting, risks
- h the responsibilities for health and safety in your job description
- i the safe working practices for your own job
- j the responsible people you should report health and safety matters to.
- k where and when to get additional health and safety assistance
- l your scope and responsibility for controlling risks
- m workplace instructions for managing risks which you are unable to deal with
- n suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow

- o the importance of personal presentation in maintaining health and safety in your workplace
- p the importance of personal behaviour in maintaining the health and safety of you and others
- q the risks to the environment which may be present in your workplace and/or in your own job

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

Formerly EUSkills RO1.40

Area of competence

This Unit is designed to demonstrate competence in contributing to the protection of the environment. This includes taking steps to minimize harm to the environment and completing tasks and activities in a way which causes as little damage or disturbance as possible.

This is a single element Unit.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- 1 Operate and look after **equipment and materials (1)** so as to reduce **environmental damage (2)**
- 2 Carry out work in a manner which minimises **environmental damage (2)**
- 3 Make sure work is carried out in accordance with **approved procedures and practices (3)**
- 4 Recognise any likely or actual **environmental damage (2)** and take the **appropriate action (4)**
- 5 Identify improvements to **approved procedures and practices (3)** in terms of environmental good practice and take the appropriate action

Range

- 1 **Equipment and materials:** Recyclable materials, static and mobile plant
- 2 **Environmental damage:** Pollution, physical disturbance
- 3 **Approved procedures and practices:** Health, Safety and Environmental related to the individual and others, organisational, regulatory, statutory, relevant company policies, risk assessment
- 4 **Appropriate action:** Corrective action within the scope of responsibility, report to another person

Knowledge and understanding

You know and understand the following:

- a Ways in which tools and materials should be used in order to minimise environmental damage
- b The consequences of pollution
- c How to recognise wastage of energy, equipment, and materials
- d Working methods that will minimise pollution and waste of resources
- e Types of damage which may occur, the impact these can have on the environment, and the corrective actions to be taken
- f Methods of waste disposal which will minimise the risk to the environment

ICSD8 Work with others to improve customer service

Area of competence

This unit is part of the Customer Service Theme of Development and Improvement. This theme covers activities and approaches that play a vital part in customer service by seeking and implementing improvements and developments. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

Teamwork is a key component of delivering and improving excellent customer service. The people you work with to improve customer service may include one or more of the following: team members; colleagues; suppliers; service partners; supervisors; managers; team leaders. The delivery of excellent customer service depends on your skills and those of others. It involves communicating with each other and agreeing how you can work together to give a more effective service. You need to work together positively. You must also monitor your own and the team's performance and change the way you do things if that improves customer service. This Unit is about how you develop a relationship with others to improve your customer service performance.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Improve customer service by working with others
- ◆ Monitor your own performance when improving customer service
- ◆ Monitor team performance when improving customer service

Improve customer service by working with others

- 1 contribute constructive ideas for improving customer service
- 2 identify what you have to do to improve customer service and confirm this with others
- 3 agree with others what they have to do to improve customer service
- 4 co-operate with others to improve customer service
- 5 keep your commitments made to others
- 6 make others aware of anything that may affect plans to improve customer service

Monitor your own performance when improving customer service

- 7 discuss with others how what you do affects customer service performance
- 8 identify how the way you work with others contributes towards improving customer service

Monitor team performance when improving customer service

- 9 discuss with others how teamwork affects customer service performance
- 10 work with others to collect information on team customer service performance
- 11 identify with others how customer service teamwork could be improved
- 12 take action with others to improve customer service performance

Knowledge and Understanding for this Unit

You must know and understand the following:

- a who else is involved either directly or indirectly in the delivery of customer service
- b the roles and responsibilities of others in your organisation
- c the roles of others outside your organisation who have impact on your services or products
- d what the goals or targets of your organisation are in relation to customer service and how these are set
- e how your organisation identifies improvements in customer service

Group B – Optional Units

WO9 Transportation of waste

Area of competence

This national occupational standard defines the competence required to transport waste. It involves being able to operate and control a waste transport vehicle, monitoring and reviewing the vehicle's performance and the operating schedule in compliance with organisational and regulatory requirements.

Skills and competencies which demonstrate effective performance

You show that you are competent to:

- ◆ Operate and control a waste transport vehicle
- ◆ Transport waste
- ◆ Use and communicate data and information related to the transportation of waste
- ◆ Resolve problems which arise with the transportation of waste

Operate and control a waste transport vehicle

- 1 Carry out daily routine checks on the vehicle in accordance with operational procedures
- 2 Check the operational suitability of the vehicle and specialist equipment
- 3 Drive and manoeuvre the vehicle safely in line with training and operational procedures
- 4 Drive the vehicle in a manner which minimises wear and tear, the risk of accidental damage, and maximises efficiency
- 5 Drive in a manner which shows consideration for others, and minimises risk to oneself and the crew
- 6 Drive and operate the vehicle legally
- 7 Check the load is secure and stable before moving off

Transport waste

- 8 Monitor continuously the condition of the vehicle and its load by observing the vehicle's performance, and report any problems in accordance with operational procedures
- 9 Follow operational procedures in the event of accident, breakdown, and other problems

Use and communicate data and information related to the transportation of waste

- 10 Complete and sign the daily vehicle checks documentation
- 11 Report problems which arise from the vehicle check

- 12 Record variations in vehicle performance
- 13 Complete operational documentation
- 14 Check regulatory documentation and signage is completed and positioned accurately

Resolve problems which arise with the transportation of waste

- 15 Report variations in vehicle performance
- 16 Take steps to deal with unsecure or unstable loads
- 17 Advise colleagues or managers of situations which require their attention
- 18 Report situations which are outside the job role responsibilities in line with operational procedures
- 19 Resolve problems to improve vehicle performance

Behaviour which underpins effective performance

You work in a manner which:

- ◆ Recognises and acts when others need support
- ◆ Takes responsibility for resolving problems in your work area

Knowledge and understanding

You know and understand the following:

General

- a The classifications and types of waste
- b The potential hazards associated with different wastes
- c How to identify work-related hazards and risks
- d Details of operational procedures and documentation
- e How to deal constructively with colleagues and other people and resolve disagreements
- f How to use personal protective equipment (PPE) in line with operational procedures
- g Operational procedures and why it is important to comply with them
- h The limits of the job responsibility when communicating with others

Waste transport vehicle and equipment

- i Vehicle controls, equipment, and their functions
- j Vehicle handling and characteristics

- k Load characteristics and their effects on vehicle performance
- l The methods of checking vehicle performance
- m How to identify variances in vehicle performance, remedy them or report them
- n How to identify deviations from the schedule of operations
- o How to establish load stability
- p How to manoeuvre safely and effectively
- q How to minimise wear and tear and the risk of accidents
- r How to deal with accidents, breakdowns or other problems
- s How to accommodate special instructions in route and schedule planning
- t The requirements of the organisation receiving the load
- u The potential environmental impact of the vehicle and its load
- v Legislation affecting the vehicle, its driver, and its load

WO28 Mechanically handle waste

Area of competence

This national occupational standard defines the competences required to use mechanically operated machinery and equipment to move waste loads. It involves understanding the characteristics of the waste load, and the capabilities of the machinery and equipment used. It requires risks to be minimised throughout the operation.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Prepare to use mechanical handling equipment to load, move, and unload waste
- ◆ Load, move and unload waste using mechanical handling equipment
- ◆ Use and communicate data and information
- ◆ Resolve problems which arise from mechanically handling waste

Prepare to use mechanical handling equipment to load, move and unload waste

- 1 Select and use the designated personal protective equipment (PPE) in compliance with operational requirements.
- 2 Undertake daily checks and confirm the mechanical handling equipment and its attachments and accessories are working in accordance with operational and manufacturer's procedures
- 3 Check all required certification is in date for the piece of equipment to be used
- 4 Check that risk assessments have been completed before operations are started
- 5 Confirm the machine complies with legal requirements where it is used on the public highway

Load, move and unload waste using mechanical handling equipment

- 6 Operate machinery in accordance with work instructions and organisational procedures
- 7 Comply with organisational procedures for lone working
- 8 Make sure the machine is operated within its safe working limit
- 9 Operate mechanical handling equipment in a manner which minimizes the potential for damage to colleagues, pedestrians, and other vehicles Keep the working area clean, tidy, and in a safe condition
- 10 Comply with operational procedures and documents when handling waste
- 11 Check and confirm the equipment to be used is suitable for the characteristics of the waste
- 12 Make sure that the waste is handled in a safe manner.

- 13 Make sure the load being handled is stable at all times
- 14 Make sure the work area is free from obstructions at all times during operations
- 15 Monitor the work environment continuously to minimise risk

Use and communicate data and information

- 16 Provide information to others to complete all documentation associated with the handling of the load.
- 17 Report situations where waste does not comply with documentation
- 18 Report defects on equipment, and in the work area, when handling waste

Resolve problems which arise from mechanically handling waste

- 19 Deal with emergencies and spillages in line with operational procedures
- 20 Rectify and resolve any discrepancies between the paperwork and the waste before it is loaded or unloaded
- 21 Check defects in the specialist handling equipment are rectified before using it
- 22 Take steps immediately in accordance with operational procedures to ensure unsafe conditions are dealt with
- 23 Advise colleagues or managers of situations which require their attention.
- 24 Report situations which are outside the job role responsibilities in line with organisational procedures

Behaviour which underpins effective performance

You work in a manner which:

- ◆ Recognises and acts when others need support
- ◆ Takes responsibility for resolving problems in your work area

Knowledge and understanding

You know and understand the following:

General

- a The classifications and types of waste
- b The potential hazards associated with different wastes
- c How to identify work-related hazards and risks
- d Details of operational procedures and documentation
- e How to deal constructively with colleagues and other people and resolve disagreements
- f How to use personal protective equipment (PPE) in line with operational procedures

- g Operational procedures and why it is important to comply with them
- h The limits of the job responsibility when communicating with others

Mechanical handling of waste

- i How to check on-site risk assessments are in place
- j The physical and handling characteristics of wastes and containers
- k The techniques for handling loads
- l How adverse conditions can affect the handling of loads
- m How to work in a manner which minimizes the potential for damage to buildings and vehicles,
- n How to work in a manner that minimizes the risk of injury to colleagues and pedestrians
- o How to recognize and prevent distortion or movement of stored waste whilst picking up and placing loads
- p The legal requirements for operating machines on the public highway.

WO31 Control vehicle movements on site (Formerly EUSkills RO2.19)

Overview

This Unit is designed for the candidate to demonstrate competence in controlling vehicle movements and deal with any situations that may disrupt operations. The candidate must assist in the positioning of vehicles and ensure that any relevant documentation is completed in accordance with company procedures.

This is a single element Unit.

Performance Criteria

- 1 Check that vehicles are suitable for the loading or unloading conditions
- 2 Direct and assist the vehicle driver to the appropriate loading or unloading area
- 3 Problems and conditions outside the responsibility of the job holder are referred to an authorised person
- 4 Ensure that drivers/crews comply with approved procedures and practices (1)
- 5 Ensure that vehicles and crews comply with relevant regulations
- 6 Keep all necessary records accurate, legible and complete
- 7 Methods of communication are used in accordance with approved procedures and practices (1)

Range

- 1 Approved procedures and practices: Health, Safety and Environmental related to the individual and others, organisational, regulatory, statutory, relevant company policies, risk assessment

Knowledge and Understanding

The candidate must provide evidence to prove that he or she knows:

- a How to recognise vehicle problems
- b How to recognise access problems
- c How to communicate effectively with drivers, crews and others
- d Signals to driver for assisting positioning
- e How to recognise and respond to incidents interfering with operations
- f What the law requires in vehicle loading and unloading operations
- g Organisation procedures for operation of vehicles
- h Methods for assisting vehicles in reversing and getting into position
- i Operating procedures for the location
- j Person to whom non-compliance should be reported.

WO4 Manual collection of waste

Area of competence

This national occupational standard defines the competence required to collect waste safely in accordance with your organisation's guidelines. You will need to be able to operate equipment and machinery safely and with due care and attention to others as well as yourself.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Collect waste
- ◆ Operate equipment
- ◆ Use and communicate information
- ◆ Resolve problems arising from collecting waste

Collect waste

- 1 Leave the designated collection area clean and safe
- 2 Use Personal Protective Equipment (PPE) in accordance with organisational procedures
- 3 Follow all health and safety and work procedures and instructions throughout the collection process
- 4 Make sure there is safe access to the waste to be collected
- 5 Collect Waste, using manual and mechanical handling techniques, in a manner which avoids the risk of injury to self and others
- 6 Reject waste and deal with non-conforming waste in accordance with organisational procedures
- 7 Check and confirm containers contain the correct classification of waste
- 8 Use the proper manual handling techniques for the different types of containers

Operate equipment

- 9 Follow organisational and manufacturer's procedures to operate machinery and equipment safely
- 10 Report faults and defects as soon as possible in line with operational procedures

- 11 Work in a manner which reduces the risk of injury and disease to self and others, and avoids risk of harm to self, others and the environment
- 12 Operate equipment in a safe and efficient manner in accordance with risk assessment and equipment operating procedures

Use and communicate information

- 13 Give and request information to and from designated person
- 14 Check the collection documentation is accurate and complete

Resolve problems which arise from collecting waste

- 15 Report promptly any circumstances which affect the collection of the waste, in accordance with operational procedures
- 16 Report any damage which results from the collection process, in accordance with operational procedures
- 17 Resolve problems within your limits of your own responsibility

Behaviour which underpins effective performance

You work in a manner which:

- ◆ Recognises and acts when others need support
- ◆ Takes responsibility for resolving problems in your work area

Knowledge and understanding

You know and understand the following:

General

- a The classifications and types of waste
- b The potential hazards associated with different wastes
- c How to identify work-related hazards and risks
- d Details of operational procedures and documentation
- e How to deal constructively with colleagues and other people and resolve disagreements
- f How to use personal protective equipment (PPE) in line with operational procedures
- g Operational procedures and why it is important to comply with them

h The limits of the job responsibility when communicating with others

Collecting waste

i Waste collection schemes relevant to the organisation

j How to deal with non-conforming waste

k The safe working areas and hazards associated with loading waste

l The characteristics of different types of collection receptacle and how to handle them

m How to avoid the risk of injury and disease

n How to minimize the risk of harm to oneself and the environment

o How to deal with hazardous waste

p How to deal with unsuitable and damaged collection equipment

q The reasons for rejecting waste

r Information required for the completion of organisational documentation

s Equipment operating procedures and the importance of carrying them out correctly

WO2 Working with other people

Area of competence

This national occupational standard (NOS) defines the competences required to work with other people. As well as being required to understand types of waste and associated hazards, you also need to know how to work with others, and how to pass information in compliance with your organisational reporting system.

Skills and competences which demonstrate effective performance

You show that you are competent to:

- ◆ Agree individual work activities when working with others
- ◆ Complete work activities with others
- ◆ Use and communicate data and information
- ◆ Resolve problems which could affect working with others

Agree individual work activities when working with others

- 1 Agree the division of work with others before beginning work
- 2 Plan the best way to carry out the work to performance requirements
- 3 Confirm the working methods that will be used to comply with operational requirements and Health & Safety Regulations.

Complete work activities with others

- 4 Carry out and complete work activities within performance requirements
- 5 Check with other people for any difficulties which arise from carrying out the work
- 6 Prevent disagreements between people from disrupting work

Use and communicate data and information

- 7 Complete work documentation in accordance with operational requirements
- 8 Provide colleagues with information to enable them to undertake work in accordance with operational requirements
- 9 Obtain, and communicate to colleagues, information that is needed to enable tasks to be undertaken effectively and safely

Resolve problems which affect working with others

- 10 Notify the designated person when work is likely to be completed later than a pre-agreed schedule
- 11 Report instances of unsafe or disruptive behaviour in accordance with operational procedures
- 12 Report problems arising within own area of responsibility to the designated person
- 13 Notify matters outside the responsibility of the job role to the designated person

Behaviour which underpins effective performance

You work in a manner which:

- ◆ Recognises and acts when others need support
- ◆ Takes responsibility for resolving problems in your work area

Knowledge and understanding

You know and understand the following:

General

- a The potential hazards associated with different materials
- b How to identify work-related hazards and risks
- c Details of operational procedures and documentation
- d How to deal constructively with colleagues and other people and resolve disagreements
- e How to use personal protective equipment (PPE) in line with operational procedures
- f Operational procedures and why it is important to comply with them
- g The limits of the job responsibility when communicating with others

Working with others

- h How to develop productive working relationships with colleagues
- i The nature of other people's work
- j How each person's work affects each other
- k How to resolve misunderstandings
- l How to make helpful contributions to work-related meetings and discussions
- m How to recognise difficulties in own work
- n Different styles of working

WO13 Maintain the security of waste management facilities

Area of competence

This national occupational standard defines the competence required in maintaining security of the premises and the equipment and materials used there. It involves following the required entering and leaving procedures, being aware of possible breaches of security and reporting and resolving any security problems that may arise.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Maintain the security of the premises, equipment and materials
- ◆ Use and communicate data and information
- ◆ Resolve problems which arise from maintaining security

Maintain the security of the premises, equipment and materials

- 1 Follow all organisational procedures where you are a lone worker
- 2 Maintain personal visibility in poor light conditions when opening and securing premises
- 3 Check the integrity of the access to the premises on arrival and follow the correct entering procedures
- 4 Carry out a general visual check of premises internally and externally for anything unusual
- 5 Store equipment and materials safely and securely when not in use
- 6 Check plant and equipment-not stored in a secure place-are immobilised when not in use
- 7 Check all keys for vehicles and plant stored on site, and keys for internal access, are adequately labelled and stored securely when not in use
- 8 Check that any waste stored in the facility is in a suitable safe and stable condition to be left in situ after the premises have been secured
- 9 Turn off lights and power supplying equipment not required for security
- 10 Follow the correct exit procedures-including setting alarm systems that are fitted — and secure the premises

Use and communicate data and information

- 11 Comply with operational procedures or guidelines for maintaining security of equipment and information
- 12 Report any actual, or potential, breaches of security in accordance with operational procedures
- 13 Store confidential information securely
- 14 Ensure spare keys for access to the facility, and for vehicles and equipment kept on site, are correctly labelled and securely stored in a designated place off site
- 15 Check documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies
- 16 Check records of consumable resources used, and held in stock, are up-to-date
- 17 Report any excesses, shortages or recording errors for consumables stored on site to the designated person

Resolve problems which arise from maintaining security

- 18 Arrange for damaged or insecure gate, doors, or window locks or catches to be repaired or replaced to enable the premises to be secured when not in use
- 19 Arrange for lights that are not working to be restored to full working order
- 20 Arrange for damage to the facility, or security equipment, to be repaired in accordance with operational procedures

Behaviour which underpins effective performance

You work in a manner which:

- ◆ Recognises and acts when others need support
- ◆ Takes responsibility for resolving problems in your work area

Knowledge and understanding

You know and understand the following:

General

- a The classifications and types of waste
- b The potential hazards associated with different wastes
- c How to identify work-related hazards and risks
- d Details of operational procedures and documentation
- e How to deal constructively with colleagues and other people and resolve disagreements
- f How to use personal protective equipment (PPE) in line with operational procedures
- g Operational procedures and why it is important to comply with them
- h The limits of the job responsibility when communicating with others

Security

- i Entering and leaving procedures for the facility
- j How to recognise and report suspicious occurrences
- k How to recognise and report breaches of security
- l What information about the organisation is confidential
- m Why information about clients and visitors should be kept confidential
- n How to check use of consumable resources
- o How to immobilise machinery and equipment
- p Other methods of securing equipment and materials
- q Location and security of keys for vehicles and plant

WO43 Mechanically handle recyclable materials

Overview

This Unit is designed for the candidate to demonstrate competence in using mechanical handling equipment to load, transfer and unload recyclable materials. The candidate must wear the appropriate personal protective equipment throughout the whole operation and check the working environment and equipment continuously during operations to ensure that they avoid any damage to buildings, other structures, vehicles, and accidents to people.

The candidate must ensure that the stability and containment of the load and the condition of the working surface is monitored during loading and unloading. If unloading into containers, the candidate must also ensure that they do not damage the container. The candidate must also record any information required by the organisation in relation to the materials, plant and equipment used

This is a single element Unit.

Performance Criteria

- 1 Wear and use appropriate personal protective equipment in accordance with **approved procedures and practices** (1)
- 2 Identify **waste** (2) and **recyclable materials** (3) to be transferred as instructed
- 3 Check the working environment for potential **risks and hazards** (3) and take appropriate action
- 4 Ensure that the mechanical handling equipment and its attachments or accessories are appropriate to the task and used in accordance with **approved procedures and practices** (1)
- 5 Ensure the load is stable and within the capacity of the equipment
- 6 Monitor the stability and containment of the load and working surface in the loading area and ensure no risks and hazards (3) develop due to movement of the load
- 7 Leave the working area appropriately clean, tidy and safe at the end of the operation
- 8 Keep all necessary records accurate, legible and complete

Range

- 1 Approved procedures and practices: Health, Safety and Environmental related to the individual and others, organisational, regulatory, statutory, relevant company policies, risk assessment
- 2 Waste and recyclable: Hazardous, non-hazardous
- 3 Risks and hazards: People, equipment and materials, work area

Knowledge and Understanding

The candidate must provide evidence to prove that he or she knows:

- a The physical and handling characteristics of recyclable materials
- b The importance of monitoring the stability of the load
- c The techniques of handling loads appropriate to the nature of the recyclable materials
- d Why it is important to assess ground conditions in the loading area
- e The possibility of vehicle or pedestrian traffic in the loading area and necessary precautions to take
- f The potential for damage to buildings or other structures during handling loads
- g The potential for distortion or movement of the load whilst handling
- h The hazards of the materials to be handled
- i The requirements for personal protective equipment
- j The different techniques of manoeuvring safely both loaded and unloaded
- k The importance of any documentation associated with the handling of a load

WO45 Control the reception of recyclable materials

Formerly EUSkills RO2.11

OVERVIEW

This Unit is designed for the candidate to demonstrate competence in controlling the reception of recyclable materials. The candidate must ensure all the necessary information is correct and accept responsibility. The candidate must also ensure that any necessary documentation is completed and exchanged where appropriate.

This is a single element Unit.

Performance Criteria

- 1 Ensure that all **information (1)** for the handover is received
- 2 Confirm understanding of the **information (1)** and clarify any concerns
- 3 Make sure that information handed over is accessible, accurate and complete
- 4 Report and chase up any missing **information (1)**
- 5 Confirm the acceptance of responsibility of recyclable materials
- 6 Follow **approved procedures and practices (2)** to carry out the handover
- 7 Deal with unacceptable materials or incorrect documentation in accordance with **approved procedures and practices (2)**

Range

- 1 **Information:** Any special instructions, problems identified and action taken, health safety and environmental information, relevant documentation
- 2 **Approved procedures and practices:** Health, Safety and Environmental related to the individual and others, organisational, regulatory, statutory, relevant company policies, risk assessment

Knowledge and Understanding

The candidate must provide evidence to prove that he or she knows:

- a The importance of receiving information about and the different types of information
- b The different types of handover documentation and procedures
- c Their responsibilities for receiving information
- d Their responsibilities for understanding and clarifying information
- e Who to report to if any documentation is missing
- f The implications of relevant legislation

WO30 Collect recyclable materials

Formerly EUSkills R02.13

OVERVIEW

This Unit is designed for the candidate to demonstrate competence in collecting recyclable materials using equipment and procedures suited to the nature of the material. The candidate must be able to identify materials which are suitable for recycling and collect them using the correct equipment. The candidate must also communicate information on recycling to others.

This is a single element Unit.

Performance Criteria

- 1 Carry out collection in accordance with **approved procedures and practices (1)**
- 2 Identify materials suitable for recycling and those that cannot be recycled in accordance with **approved procedures and practices (1)**
- 3 Use appropriate methods to explain the difference between recyclable and non-recyclable materials to members of the public
- 4 Prepare, check, maintain and use equipment for collecting recyclable materials
- 5 Protect own health and safety and that of **other persons (2)**
- 6 Wear and use appropriate personal protective equipment in accordance with **approved procedures and practices (1)**
- 7 Leave the collection site clean and safe and take the **appropriate action (3)** to report any damage

Range

- 1 **Approved procedures and practices:** Health, Safety and Environmental related to the individual and others, organisational, regulatory, statutory, relevant company policies, risk assessment
- 2 **Other persons:** Colleagues, persons external to the organisation
- 3 **Appropriate action:** Corrective action within the scope of responsibility, report to another person

Knowledge and Understanding

The candidate must provide evidence to prove that he or she knows:

- a The different methods of collecting recyclable materials
- b Their own role and responsibilities during collection work
- c The differences between recyclable and non-recyclable materials
- d The different roles of those involved in the recycling industry
- e The reasons why they can or cannot collect certain materials
- f The equipment needed to collect materials for recycling and how to prepare, check maintain and use it
- g Their own responsibilities under health and safety and other relevant legislation
- h The implications for their work of relevant health and safety, environmental legislation

Group C – Optional Units

WO49 Perform street cleansing manually

This national occupational standard C2.18 belongs to the Asset Skills – the standards setting body for facilities management, housing, property, planning, cleaning and parking

Area of competence

This national occupational standard is about carrying out street cleansing by hand using a brush and a barrow or cart. It covers removing litter and detritus from public areas including grounds, streets, pavements, pedestrianised areas and car parks. It involves identifying and following the correct procedures to deal with any litter that may pose a risk to health and safety.

It is important to ensure that, when you have finished your work, grounds are litter free and debris and detritus, as is feasible, has been removed.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Remove litter and detritus from grounds
- ◆ Maintain waste collection points

Remove litter and detritus from grounds

- 1 Ensure you have the correct instructions and are aware of procedures for carrying out the work
- 2 Confirm the area to be cleaned
- 3 Chose the equipment and cleaning methods that are suitable for the litter, detritus and debris and the surface
- 4 Use the right methods for removing the litter from the ground surface
- 5 When not in use secure any mobile equipment to prevent risk of injury to others
- 6 Where necessary segregate litter and put it in the right containers
- 7 Clear as much detritus and debris as you can given the working conditions
- 8 Transfer litter containers to the right collection points

Maintain waste collection points

- 9 Confirm the number and location of the containers that you must empty
- 10 Follow your workplace procedures if you find containers that have types of litter, detritus and debris in them that required specialist treatment or handling
- 11 Choose equipment that is suitable for the removal of litter, detritus and debris and your working conditions
- 12 Use this equipment safely and according to legal and workplace requirements
- 13 Completely empty the containers and replace them as necessary
- 14 Make sure the area around the container is clean and tidy
- 15 Take the collected detritus and debris to the correct collection point
- 16 Promptly report to your supervisor any problems that you come across

Knowledge and understanding

You know and understand the following:

- a the instructions and relevant workplace procedures for carrying out the work
- b factors to take into account when identifying litter and procedures for reporting items when you think they might present a risk to health and safety
- c the equipment available to you to remove litter and the most appropriate for the type of litter
- d why you should secure mobile equipment and what could happen if you fail to do so
- e why litter needs to be segregated and the correct containers in which to put it
- f the correct place for litter containers and how to transfer them safely
- g why it is important to ensure the work area is left litter free
- h the standard of work to be provided
- i where to find information on the number and location of waste containers to be emptied
- j what constitutes unacceptable types of debris and detritus and the action to take to deal with it
- k the equipment suitable for removing debris and detritus and how to operate it safely, according to requirements
- l procedures for emptying containers and how to identify when they need replacing
- m procedures for reporting problems and to whom they should be reported

WO50 Perform street cleansing by machine

This national occupational standard C2.19 belongs to the Asset Skills — the standards setting body for facilities management, housing, property, planning, cleaning and parking

Area of competence

This Unit is about carrying out street cleansing using a vehicle or other automated equipment. It covers removing litter and detritus from public areas including streets, pavements, pedestrianised areas and car parks. It involves identifying and following the correct procedures to deal with any litter that may pose a risk to health and safety.

It is important to ensure that, when you have finished your work, grounds are litter free and all debris and detritus, as is feasible, has been removed.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Remove litter and detritus
- ◆ Deal with collected waste

Remove litter and detritus

- 1 Ensure you have the correct instructions and are aware of procedures for carrying out the work
- 2 Confirm the area to be cleaned
- 3 Choose the vehicle or machinery and cleaning methods that are suitable for the litter, detritus and the surface
- 4 Ensure you have the correct legal and organisational authorisation to use the vehicle or machinery
- 5 Ensure the vehicle or machinery has sufficient resources (eg fuel and water) to complete the work to the required standard in the required time
- 6 Follow the correct procedures if there is a fault with the vehicle or machinery
- 7 Wear the appropriate personal protective equipment for the vehicle or machinery being used, and for the working conditions
- 8 Use the appropriate methods according to the type of litter and detritus, working conditions and type of vehicle or machinery
- 9 Operate vehicles and machinery with care and take all possible steps to avoid others such as pedestrians
- 10 When not in use secure the vehicle or mechanical equipment to prevent risk of injury to others
- 11 Allowing for working conditions ensure maximum clearance of litter and detritus

Deal with collected waste

- 12 Make sure that spillages have been treated correctly before you remove them
- 13 Promptly report to your supervisor any problems that you come across
- 14 Take the collected litter and detritus to the designated collection point
- 15 Discharge and dispose of the waste according to legal and organisational requirements and leave the waste hopper empty
- 16 Upon completion of your work clean the vehicle, machinery and equipment, return to the storage area and ensure it is left secure
- 17 Comply with any reporting procedures when you have finished your work

Knowledge and understanding

You know and understand the following:

- a the instructions and relevant workplace procedures for carrying out the work
- b factors to take into account when identifying litter and detritus and procedures for reporting items when you think they might c present a risk to health and safety
- c what constitutes hazardous types of litter and detritus and the action to take to deal with it
- d the vehicles or machinery available to you and the most appropriate for the type of litter and detritus
- e any legal or organisational authority required to operate the vehicle or machinery, how to get this and what might happen if you do not have this
- f how to check that the vehicle or machinery has sufficient resources (eg fuel and water) and where to get these from
- g the procedures to follow upon discovering a fault with the vehicle or machinery
- h the correct personal protective equipment required for the vehicle or machinery and working conditions
- i why it is important to operate the vehicle or machinery carefully and responsibly
- j why you should secure mechanical equipment and what could happen if you fail to do so
- k the standard of work to be provided
- l different types of spillage and how to check that they have been treated correctly
- m procedures for reporting problems and to whom they should be reported
- n the designated collection points for litter and detritus
- o how to discharge and dispose of collected waste safely and the legal and organisational requirements that must be observed
- p the designated place for cleaning vehicles, machinery and equipment and the methods for doing this
- q storage areas for vehicles, equipment and machinery and why they must be left secure when you have finished your work
- r the reporting procedures for when you have finished your work and why it is important to follow these

WO51 Clean and maintain external surfaces and areas

This national occupational standard C2.06 belongs to the Asset Skills – the standards setting body for facilities management, housing, property, planning, cleaning and parking

Area of competence

This national occupational standard is about carrying out work outside.

The activities for carrying out this work will often involve the use of tools and machinery and can therefore present a high risk to health and safety. Environmental conditions can also affect when and how the work can be done and so it is important to take into consideration factors such as temperature, rainfall, humidity, levels of wind and icy conditions.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Prepare for work activities
- ◆ Carry out your cleaning duties

Prepare for work activities

- 1 Make sure your appearance, behaviour and personal hygiene meet workplace standards
- 2 Ensure that the necessary tools, equipment and/or machinery is available and choose the most appropriate for the work taking into account factors such as risk, efficiency, access, time, and environmental conditions
- 3 Wear the personal protective equipment required for the work site, environmental conditions, method and equipment being used.
- 4 Inspect the area for work required and decide on the sequence for carrying out the work, considering how environmental conditions may affect this
- 5 Check that all areas where work is to be carried out are safe and accessible for the equipment and/or machinery being used
- 6 Follow the correct procedures to deal with any lost property or unattended items

Carry out your cleaning duties

- 7 Assess the impact that environmental conditions will have on the work you are able to carry out
- 8 Carry out work in a logical sequence to ensure you do not adversely affect surrounding areas
- 9 Use the appropriate method depending on the work area and work required
- 10 Take steps not to obstruct, disturb or cause nuisance to others when working (eg by causing excessive noise)
- 11 Adapt your work method according to the available tools, equipment and/or machinery and any other factors such as environmental conditions
- 12 Identify and report to the appropriate person any difficulties in carrying out your work and any additional work required that is outside your area of responsibility or expertise
- 13 Deal with any accidental damage caused when carrying out the work
- 14 Return the tools, equipment and/or machinery you have used to the right places making sure they are clean, safe and securely stored
- 15 When required, replace equipment and materials and organise extra resources
- 16 Inform the appropriate person when tools and/or machinery are in need of repair

Knowledge and understanding

You know and understand the following:

- a what permits and checks are required for you to carry out the work
- b the location for carrying out the work and the best means of getting there
- c the standards of appearance, behaviour and personal hygiene that your workplace expects and why it is important to maintain them
- d how to inspect a work area to decide what work is required and the best way of carrying this out, taking into account environmental conditions and, where relevant, public access
- e how environmental conditions might influence that work that can be carried out (eg wind, rain, snow, ice)
- f the right personal protective equipment for the work area, equipment and/or machinery and materials required
- g why it is important to wear personal protective equipment when required and why it is important for others to see you wearing it
- h which methods and materials will be most effective for carrying out the work required and what are the alternative
- i how to access the work area without causing injury or damage
- j the procedures for dealing with lost property and/or unattended items and why these should be followed

- l how environmental conditions can affect the performance of equipment and/or machinery and other factors, such as drying times
- m the time allowed for completing the work
- n the right methods to use with chosen equipment and materials
- o the results of using wrong or unsuitable materials and/or not following the manufacturers' instructions
- p why you will need to change your method to suit the environmental conditions, work required and the different methods available
- q methods and techniques that may obstruct and/or cause nuisance to others and how to avoid this (eg by changing the timing/sequence of routine work operations)
- r why it is important to check the quality of your work as you go along
- s which tasks you are required to complete and have the skill to perform
- t to whom to report difficulties in carrying out your work
- u the procedures for dealing with and reporting accidental damage
- v storage areas for the return of equipment, materials and/or machinery and why they should be kept clean, safe and secure the
- w procedures for obtaining replacement and/or additional equipment and materials

WO5 Loading a waste transport vehicle

Area of competence

This national occupational standard defines the competence required to load waste safely, and observe operational and regulatory requirements. You will be able to assess the suitability of the location and any equipment to be used in loading the vehicle, and report — to the appropriate person — any situations where these do not meet requirements.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Prepare to load waste and related materials
- ◆ Load waste and related materials in line with location-specific procedures
- ◆ Use and communicate data and information connected with loading waste and related materials
- ◆ Resolve problems which arise from loading waste and related materials

Prepare to load waste and related materials

- 1 Establish the accessibility and the suitability of the loading location
- 2 Check the suitability of the loading equipment to be used.
- 3 Check to make sure the vehicle is positioned so it can be prepared and loaded safely
- 4 Comply with all regulations and operational procedures that relate to loading waste
- 5 Select and use appropriate PPE in accordance with operational requirements
- 6 Establish the safe loading limits of both the vehicle and loading equipment
- 7 Work in a way which complies with all regulations, and operational and location-specific procedures that relate to loading waste

Load waste and related materials in line with location-specific procedures

- 8 Distribute the load to prevent movement, displacement or escape of waste during transit.
- 9 Place batched waste in a manner that enables access to it for unloading.
- 10 Check and confirm the load is secure and safe before the loaded vehicle is moved, and that the vehicle and load comply with regulations.

Use and communicate data and information connected with loading waste and related materials

- 11 Communicate with others involved in the loading processes to ensure work is carried out safely, and in compliance with operational and location-specific procedures
- 12 Check that the waste and the documentation are in compliance
- 13 Report unresolved vehicle defects or problems with defective equipment to the designated person
- 14 Check that documentation is legible and clear and seek confirmation from a person in authority if there are any doubts or discrepancies'
- 15 Complete documentation in accordance with operational and location-specific procedures
- 16 Report situations that prevent safe loading or unloading to take place in accordance with operational and location-specific procedures

Resolve problems which arise from loading waste and related materials

- 17 Resolve any discrepancies in the documentation for the load before the waste is loaded
- 18 Report defects in operational suitability of the vehicle and loading equipment to the designated person
- 19 Arrange for alternative loading sites to be identified when the designated site is unsuitable
- 20 Reload or rearrange the load if the loading operation causes instability of the vehicle or loading equipment.

Behaviour which underpins effective performance

You work in a manner which:

- ◆ Recognises and acts when others need support
- ◆ Takes responsibility for resolving problems in your work area

Knowledge and understanding

You know and understand the following:

General

- a The classifications and types of waste
- b The potential hazards associated with different wastes

- c How to identify work-related hazards and risks
- d Details of operational procedures and documentation
- e How to deal constructively with colleagues and other people and resolve disagreements
- f How to use personal protective equipment (PPE) in line with operational procedures
- g Operational procedures and why it is important to comply with them
- h The limits of the job responsibility when communicating with others

Loading waste and related materials

- i The regulations relating to loading waste and related materials
- j The regulations relating to the carriage of dangerous goods
- k Operational procedures for loading
- l Site operating procedures and regulations at loading sites
- m The different types of waste and materials likely to be encountered whilst carrying out the job
- n How to establish compliance of load with transfer requirements
- o How to operate loading equipment which is both integral and non-integral with the vehicle
- p How to identify, rectify and record discrepancies and defects
- q The nature and characteristics of waste loads and related materials
- r The limits of job role and responsibility

WO18 Store waste and operating materials within a waste management facility

Area of competence

This national occupational standard defines the competence required when working in an operational role in a waste management facility. It requires ensuring the waste materials and are dealt with and stored according to organisational requirements. It involves working safely and making sure any documentation is used and dealt with according to organisational requirements.

Skills and competencies which demonstrate effective performance

You show that you are competent to:

- ◆ Sort and store waste and operating materials
- ◆ Monitor and maintain storage conditions
- ◆ Use and communicate data and information
- ◆ Resolve problems from storing waste and operating materials

Sort and store waste and operating materials

- 1 Wear and use personal protective equipment (PPE) in line with operational procedures
- 2 Use the equipment specified for the job to sort waste and operating materials
- 3 Use equipment specified for the job to move waste and operating materials
- 4 Sort, store, and label waste and materials according to their nature
- 5 Check and confirm the storage area is clean and tidy after movement of waste or materials

Monitor and maintain storage conditions in line with operational procedures

- 6 Maintain the safety and security of the storage facility areas throughout the working day
- 7 Ensure the storage facility areas are kept clean and tidy throughout the working day

Use and communicate data and information

- 8 Check all necessary documentation is complete and up-to-date
- 9 Keep and maintain records of work activities so they can be used by others for quality assurance and audit purposes
- 10 Follow all procedures where you are a lone worker
- 11 Follow all procedures connected with the work requirements to maintain the quality of the organisation's work

Resolve problems from storing waste and operating materials

- 12 Report any equipment defects and take steps to correct them as permitted by operational procedures
- 13 Report any problems in storage conditions to the designated person
- 14 Report problems and take steps to resolve them within the limits of the responsibility of the job role
- 15 Advise colleagues or managers where situations need them to intervene
- 16 Resolve situations which are outside the job role responsibility by referring them to the designated person

Behaviour which underpins effective performance

You work in a manner which:

- ◆ Recognises and acts when others need support
- ◆ Takes responsibility for resolving problems in your work area

Knowledge and understanding

You know and understand the following:

General

- a The classifications and types of waste
- b The potential hazards associated with different wastes
- c How to identify work-related hazards and risks
- d Details of operational procedures and documentation
- e How to deal constructively with colleagues and other people and resolve disagreements
- f How to use personal protective equipment (PPE) in line with operational procedures

- g Operational procedures and why it is important to comply with them
- h The limits of the job responsibility when communicating with others

Storage

- a Label waste, when required
- b The requirements for keeping the storage facilities area clean and tidy
- c Environmental requirements related to storage
- d Storage facilities location and layout
- e Maintain safety and security of storage
- f Operational procedures for storage
- g Implications of relevant legislation to sorting and storing waste and operating materials
- h Identify defects and correct them where permissible

WO10 Validation of waste

This national occupational standard defines the competence required in the validation of waste. It requires being able to check and confirm the vehicle carrier is registered and that documentation accompanying the waste is correct. Situations which do not meet operational requirements need to be reported.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Validate waste
- ◆ Resolve problems which arise from the validation of waste

Validate waste

- 1 Check and confirm the documentation accompanying the waste is correct
- 2 Establish the waste complies with the site waste management licence
- 3 Check the documents for wastes being accepted are completed accurately and legibly and they are stored in the designated place
- 4 Ensure information recorded on documents meets organizational procedures
- 5 Reject unsuitable waste in accordance with organizational procedures

Resolve problems which arise from the validation of waste

- 6 Rectify and resolve discrepancies on documents accompanying the waste before it is accepted
- 7 Report problems outside the responsibility of the job role in accordance with operational procedures

Behaviour which underpins effective performance

You work in a manner which:

- ◆ Recognises and acts when others need support
- ◆ Takes responsibility for resolving problems in your work area

Knowledge and understanding

You know and understand the following:

General

- a The classifications and types of waste
- b The potential hazards associated with different wastes
- c How to identify work-related hazards and risks
- d Details of operational procedures and documentation
- e How to deal constructively with colleagues and other people and resolve disagreements
- f How to use personal protective equipment (PPE) in line with operational procedures
- g Operational procedures and why it is important to comply with them
- h The limits of the job responsibility when communicating with others

Validation of waste

- a How to recognise classifications of waste that you may encounter in your job role
- b The operational procedures for validation and rejection of waste
- c Limitations on responsibility for the dissemination of information outside the organisation
- d The transport, acceptance, and rejection documentation to comply with legal and organizational requirements
- e The Permit or License conditions covering the acceptance of waste at your site
- f How to deal with documentation which does not comply with site permit or license or Duty of Care legislation
- g Other relevant environment permit details applicable to the facility
- h How to deal with emergencies
- i The classifications, using European Waste Codes, of waste that can be permitted on the site

WO15 Inspection of vehicles used in waste management facilities

Area of competence

This national occupational standard defines the competence required to carry out inspections on vehicles, including plant and tracked vehicles, used in the waste management industry. It involves following prescribed procedures, including those for dealing with unsafe situations or damage permitted within the job role. It requires an ability to maintain records and report the results of inspections as required by the organisation and, in particular, damage which could affect safety or effective operation.

The inspections cover vehicles and associated ancillary equipment and tools.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Carry out inspections of vehicles and associated equipment
- ◆ Use and communicate data and information connected with inspections
- ◆ Resolve problems which arise from inspections of vehicles and associated equipment

Carry out inspections on vehicles, and associated equipment

- 1 Select and use appropriate PPE prior to commencing an inspection in accordance with the organisational procedures
- 2 Check that risk assessment outcomes covering the vehicle inspection are met
- 3 Carry out the vehicle Inspection in accordance with manufacturers' recommendations and the organisation's inspection schedule
- 4 Check the vehicle system in accordance with organisational requirements
- 5 Inspect the wheels for security and damage
- 6 Check for damage, missing items or insecure body work or fittings that might affect the safe operation of the vehicle
- 7 Check the fuel and windscreen wash levels and fill up the tanks if levels are too low for the day's activities
- 8 Check the levels of lubricants, cooling system fluid and other fluid reservoirs
- 9 Check that health, safety and amenity equipment fitted to, or in, the vehicle is in place and fit for service.

Use and communicate data and information connected with daily inspections

- 10 Complete daily inspection reports in accordance with organisational requirements
- 11 Record any corrective actions taken and report them to the designated person
- 12 Record and report any defects or damage found on vehicles and associated equipment in accordance with organisational procedures *
- 13 Issue clear warnings to drivers where vehicles and associated equipment do not conform to safe operational requirements
- 14 Attach warning signs to vehicles that must not be moved as a result of identifying serious defects or where minor defects infringe transport legislation

Resolve problems which arise from inspecting vehicles, plant and associated equipment

- 15 Arrange for minor defects to be rectified before vehicles are released for service
- 16 Advise your designated supervisor immediately when safety warnings or vehicle isolation measures are ignored by drivers or others
- 17 Inflate tyres to the correct operating pressure
- 18 Top up low fluid levels with the appropriate approved fluids and record and report your action to the designated person
- 19 Request expert opinion from a qualified vehicle technician if the inspection reveals any possible defect with which you are unfamiliar
- 20 Resupply any missing health, safety and welfare consumables

Behaviour which underpins effective performance

You work in a manner which:

- ◆ Recognises and acts when others need support
- ◆ Takes responsibility for resolving problems in your work area

Knowledge and understanding

You know and understand the following:

General

- a The different types of waste
- b The potential hazards of waste
- c How to identify work-related hazards and difficulties
- d Details of work schedules and working procedures
- e How to deal constructively with colleagues and other people and resolve disagreements
- f How to use personal protective equipment (PPE) in line with operational procedures
- g Organisational policies and why it is important to comply with them
- h What information you are allowed to pass on to other people

Inspection of vehicles

- i The items that need to be checked for a specific vehicle and associated equipment
- j The items which are essential for safety
- k How to identify damage that would interfere with the safe and effective operation of the vehicle and associated equipment
- l How to identify any items missing in the vehicle's associated equipment
- m The operation of the vehicle systems
- n The procedures for dealing with unsafe situations and vehicles and associated equipment not capable of operating effectively
- o The purpose of the inspection check list and how to use it to carry out and record daily checks
- p The procedures for reporting inspections, damage, defects, shortages and actions taken
- q Responsibility within the job role with regard to statutory requirements
- r The permitted repair or replacements which can be made within the job role

WO12 Manually clear snow and treat highways and land for ice

Area of competence

This national occupational standard is about clearing snow and ice from highways and then treating them for ice manually using equipment such as brushes and shovels. It is important that all work is completed in a way that does not cause damage to the environment and possible personal harm to others.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Clear snow and ice from highways and land
- ◆ Treat snow-covered and ice-covered highways and land
- ◆ Use and communicate data and information
- ◆ Resolve problems which arise when clearing and treating snow from highways and land of ice

Clear snow and ice from highways and land

- 1 Select and use clearance methods in accordance with work instructions and the type and amount of treatment required
- 2 Clear and remove loose snow to designated place in accordance with work instructions and environmental regulations and requirements
- 3 Leave the finished area in a condition that is as safe as possible for other users of the highway/land

Treat snow-covered and ice-covered highways and land

- 4 Check the condition of the area that needs to be treated in accordance with work instructions and the amount of treatment required
- 5 Select treatment methods and equipment that are fit-for-purpose and are in accordance with work instructions
- 6 Scatter the treatment evenly in a way that will prevent freezing
- 7 Avoid scattering the treatment beyond the area to be treated
- 8 Leave the finished area in a condition that is as safe as possible for other users of the highway/land

Communicating data and information

9 Communicate the completion of the work activity to designated personnel

Resolve problems which arise when clearing and treating snow from highways and land of ice

10 Resolve problems within the limits of your own personal responsibility

11 Report problems that are outside your personal responsibility to resolve to designated persons

Behaviour which underpins effective performance

You work in a manner which:

- ◆ Recognises and acts when others need support
- ◆ Takes responsibility for resolving problems in your work area

Knowledge and understanding

You know and understand the following:

General

- a How to identify work-related hazards and risks
- b Details of operational procedures and documentation
- c How to deal constructively with colleagues and other people and resolve disagreements
- d How to use personal protective equipment (PPE) in line with operational procedures
- e Operational procedures and why it is important to comply with them
- f The limits of the job responsibility when communicating with others

When manually clear snow and treat highways and land for ice

- g Who is the appropriate person to get instructions from and report problems to in different circumstances
- h Why you must check the type and amount of treatment required
- i What the various removal processes are and how they may vary according to the type and amount of snow or ice
- j Where loose snow should and should not be cleared to
- k What are the different methods for gritting and salting

- l What are the types of risks that users of surfaces could be faced with and how to decide how much treatment is necessary to reduce these risks
- m What types of problems that you may find during treatment and what you should do about them

WO3 Comply with emergency procedures on waste management activities

Area of competence

This national occupational standard defines the competences required in order to identify risks and hazards and dealing effectively with emergency procedures as they occur on waste management facilities. It covers responding to and raising the alarm, alerting others and minimising the effect of an emergency as well as reporting any acts of non-compliance and incidents.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Respond to emergency situations involving accidents to people
- ◆ Respond to emergency situations involving accidents on the work site
- ◆ Minimise the effect of an emergency
- ◆ Use and communicate data and information
- ◆ Report problems that could affect compliance with emergency procedures

Respond to emergency situations involving accidents to people

- 1 Raise the alarm in accordance with workplace procedures for accidents to people
- 2 Alert other workers and managers promptly when someone is involved in an accident
- 3 Contact the designated first-aider(s) and request first aid treatment as quickly as possible
- 4 Give any injured people comfort and reassurance

Respond to emergency situations involving accidents on the work site

- 5 Raise the alarm using mechanical or electronic means on discovering an emergency
- 6 Notify the designated personnel promptly when there is a major service failure
- 7 Alert people promptly to emergencies which arise on your work site
- 8 Take steps to ensure the emergency services are called in accordance with workplace procedures
- 9 Notify designated personnel promptly if you encounter any suspicious situations that may cause an emergency

Minimise the effect of an emergency

- 10 Check that that your actions taken during an emergency reflect the seriousness of the situation but do not cause panic to other people
- 11 Take action to minimise any environmental damage that may occur through spillage or release of hazardous substances in accordance with workplace procedures
- 12 Use emergency first aid equipment and other emergency equipment in accordance with workplace procedures
- 13 Ensure your response to emergencies minimises the risk to your and others' personal safety and minimises damage to equipment and resources

Use and communicate data and information

- 14 Notify the designated person promptly when raising an alarm
- 15 Report unsafe equipment and hazardous locations that have the potential to cause an accident
- 16 Report situations which emerge from visual inspections or monitoring data which have the potential to pose risks to people,
- 17 Report high risk hazards which are outside the responsibility of your job role to the designated personnel
- 18 Record the details of an accident you witness or in which you are involved in accordance with organisational procedures

Resolve problems which could affect compliance with emergency procedures

- 19 Deal with unsafe behaviour in accordance with responsibilities of your job role and workplace procedures
- 20 Report day-to-day problems within your own area of responsibility
- 21 Refer matters outside the responsibility of your job role to designated personnel

Behaviour which underpins effective performance

You work in a manner which:

- ◆ Recognises and acts when others need support
- ◆ Takes responsibility for resolving problems in your work area

Knowledge and understanding

You know and understand the following:

General

- a The classifications and types of waste
- b The potential hazards associated with different wastes
- c How to identify work-related hazards and risks
- d Details of operational procedures and documentation
- e How to deal constructively with colleagues and other people and resolve disagreements
- f How to use personal protective equipment (PPE) in line with operational procedures
- g Operational procedures and why it is important to comply with them
- h The limits of the job responsibility when communicating with others

Emergencies

- i How to identify an emergency situation
- j The importance of raising an alarm and the methods available for doing so.
- k The importance of contacting an individual trained in first aider
- l How to call the emergency services
- m How to offer reassurance to individuals affected by the emergency
- n The procedures for extinguishing, containing and dispersing fires
- o The organisational procedures for reporting accidents, incidents and dangerous occurrences

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

Area of competence

This national occupational standard defines the competence required to comply with general health and safety in the working environment. It includes dealing with and reporting hazards and unsafe working practices.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Maintain personal hygiene
- ◆ Comply with safety procedures at the work site
- ◆ Use and communicate data and information in line with operational procedures
- ◆ Resolve problems which could affect health and safety

Maintain personal hygiene

- 1 Maintain personal standards of hygiene in accordance with organisational requirements
- 2 Select and use the designated personal protective equipment (PPE) in accordance with operational procedures and legislation
- 3 Use approved safe working and hygiene methods and techniques when carrying out work activities
- 4 Check work areas are kept clean and tidy and contribute to maintaining them in a suitable condition.

Comply with safety procedures at the work site

- 5 Follow safe working procedures and practices in accordance with organisational requirements
- 6 Carry out your work routines in accordance with organisational procedures.
- 7 Check risk assessments are in place for all aspects of own work, prior to commencing operations, and ensure their requirements are complied with
- 8 Keep to specified walkways in the work place
- 9 Give warnings to people who might be at risk from hazardous conditions

10 Comply with the organisation's requirements for lone working situations

Use and communicate data and information in line with operational procedures

11 Report unsafe materials, plant and equipment

12 Report unsafe locations to the designated person

13 Report unsafe operating conditions in the work environment

14 Report hazards which have the potential to be risks

15 Report emergencies promptly

Resolve problems which could affect health and safety

16 Deal with unsafe behaviour in accordance with responsibilities of the job role and workplace procedures

17 Take steps to deal with conditions that are hazardous to people

18 Report problems within own area of responsibility in accordance with operational procedures

19 Refer – to the designated person – health and safety issues that fall outside the responsibility of the job role

Behaviour which underpins effective performance

You work in a manner which:

- ◆ Recognises and acts when others need support
- ◆ Takes responsibility for resolving problems in your work area

Knowledge and understanding

You know and understand the following:

General

- a The classifications and types of waste
- b The potential hazards associated with different wastes
- c How to identify work-related hazards and risks
- d Details of operational procedures and documentation
- e How to deal constructively with colleagues and other people and resolve disagreements

- f How to use personal protective equipment (PPE) in line with operational procedures
- g Operational procedures and why it is important to comply with them
- h The limits of the job responsibility when communicating with others

Health and safety

- i The differences between a hazard and a risk
- j The organisational requirements for personal hygiene
- k The importance of good housekeeping
- l The importance of identifying hazards and how to minimise them
- m The importance of warning others about risks and ways to do it
- n The different types of plant equipment and potential risks from it
- o Hazard warning signs and their purposes
- p The legal requirements for Risk Assessments in the work place.
- q The organisational requirements for reporting risks, hazards and dangerous incidents.

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

Area of competence

This national occupational standard defines the competence required to maintain the safety of pedestrians and workers from vehicle and mobile plant movements on waste facilities. It requires adherence to operational and location-specific procedures. You will be able to provide directions to, and monitor the movements of, pedestrians, and comply with all necessary organisational and regulatory requirements, and report any breaches in line with operational procedures.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Control the risk from vehicle and mobile plant movements in line with operational and location-specific procedures
- ◆ Maintain the safety of pedestrians and workers in line with operational and location-specific procedures
- ◆ Use and communicate data and information to enable risk to be controlled
- ◆ Resolve problems from vehicle and mobile plant movements which compromise safety

Control the risk from vehicle and mobile plant movements in line with operational and location-specific procedures

- 1 Direct the vehicle driver to the designated loading or unloading area
- 2 Explain the hand signals you will use to users of the site
- 3 Give hand signals to the driver to assist with the safe movement and positioning of the vehicle or mobile plant
- 4 Ensure drivers of plant, and vehicles and their crews, comply with safe working practice
- 5 Check mobile plant and vehicle drivers and their crew use the PPE specified for the site
- 6 Check vehicles manoeuvring to and from public roads and the site are properly directed to avoid harm or nuisance to other road users, users of the site, and pedestrians

Maintain the safety of pedestrians and workers in line with operational and location-specific procedures

- 7 Check and confirm the designated walking areas are clear and safe for use by pedestrians
- 8 Check pedestrians do not enter vehicle or plant operating areas unless directed to do so.
- 9 Check vehicle crews comply with organisational procedures during vehicle movements on the site
- 10 Check pedestrians and visitors to the site are properly authorised and understand and obey the site rules and practices

Use and communicate data and information to enable risk to be controlled

- 11 Inform all site visitors and users about the rules governing access to and movement on the site and the requirements for PPE in accordance with organisational procedures
- 12 Report promptly incidents which compromise the safe movement of vehicles, plant, drivers, crews, workers and pedestrians on the site in accordance with organisational procedures
- 13 Report infringements of site rules in accordance with site operational procedures
- 14 Inform drivers of problems they may encounter during vehicle or mobile plant movements on the site or when leaving the site
- 15 Inform drivers of defects that may breach organisational procedures
- 16 Record and report defective fixtures, fittings or equipment on the site
- 17 Advise plant and vehicle drivers about load security in compliance with organisational and legal requirements
- 18 Advise plant and vehicle drivers of any height or width restrictions that may affect the movement of the vehicle or mobile plant on site
- 19 Give instructions to vehicle crews, work colleagues, and other pedestrians, on how to move safely around the site
- 20 Report accidents or near-miss incidents witnessed on site in accordance with organisational requirements

Resolve problems from vehicle and mobile plant movements which compromise safety

- 21 Deal with unsafe behaviour in accordance with responsibilities of the job role and operational procedures
- 22 Refer matters outside the responsibility of the job role to designated personnel
- 23 Cordon off any area on site that becomes dangerous due to site operations, and notify the designated personnel
- 24 Arrange for spillage, from vehicles or plant on the site, to be made safe and cleared up

Behaviour which underpins effective performance

You work in a manner which:

- ◆ Recognises and acts when others need support
- ◆ Takes responsibility for resolving problems in your work area

Knowledge and understanding

You know and understand the following:

General

- a The classifications and types of waste
- b The potential hazards associated with different wastes
- c How to identify work-related hazards and risks
- d Details of operational procedures and documentation
- e How to deal constructively with colleagues and other people and resolve disagreements
- f How to use personal protective equipment (PPE) in line with operational procedures
- g Operational procedures and why it is important to comply with them
- h The limits of the job responsibility when communicating with others

Risk from vehicle and mobile plant movements

- i How to recognise vehicle and mobile plant characteristics and turning restrictions
- j The types of problems which can occur in forward and reverse movements
- k How to recognise and deal with hazardous substances that may be spilled from vehicles or plant on the site
- l Potential risks that pedestrians are exposed to from vehicle and mobile plant movements
- m How to prevent pedestrians breaching organisational regulations
- n How to recognise and respond to incidents that interfere with operations
- o Workplace procedures for the operation of vehicles and mobile plant
- p Operating procedures for the location of vehicles and mobile plant
- q How to communicate tactfully with drivers and crews
- r How to select use personal protective equipment

- s Site rules and operating procedures for the location
- t How to report non-compliance issues
- u How to ensure the safety of road users when manoeuvring vehicles onto public roads

WO34 Workplace hazard awareness & control

Area of competence

This national occupational standard is about making sure that you maintain a safe working environment and recognise potential hazards and risks and take preventative action before they can cause harm and injury to self and others. It is also about making sure that you follow the systems and procedures that are put in place for the safety and protection of self and colleagues.

Skills and competencies which demonstrate effective performance

You must know:

- ◆ Identify, evaluate and minimise hazards to your health and safety
- ◆ Communicate data and information
- ◆ Resolve problems that can cause personal harm and injury to self and others

Identify, evaluate and minimise hazards to your health and safety

- 1 Wear, use and comply with the PPE requirements detailed in the risk assessment for the task to be undertaken
- 2 Visually check PPE for defects making sure that it is fit-for-purpose and safe to use
- 3 Carry out pre-inspect the work area, and access to it, to establish and evaluate potential hazards to personal safety before commencement of work activities
- 4 When using plant and equipment and conducting manual handling operations make sure that steps, slopes and the general work area meet the necessary standards and conditions required to complete the task safely
- 5 Visually check tools, equipment, plant, machinery for defects that present a risk to health & safety to self and others
- 6 Work safely when carrying out tasks in accordance with the organisations work practices and procedures and legal requirements
- 7 Evaluate the risks and consider the likely outcomes of your actions before you start work
- 8 Only start work if you are satisfied it can be done without risk of injury to yourself or others.

Communicate data and information

- 9 Report concerns and defects with PPE to line manager before use.
- 10 Report health and safety concerns and potential risks or others reasons before carrying out duties and commencing work

Resolve problems that can cause personal harm and injury to self and others

- 11 Deal with problems and risks within the limits of own job role responsibility
- 12 Report problems and risks outside limits of your own responsibility to resolve to designated persons

Behaviour which underpins effective performance

You work in a manner which:

- ◆ Recognises and acts when others need support
- ◆ Takes responsibility for resolving problems in your work area

Knowledge and understanding

You know and understand the following:

General

- a The classifications and types of waste
- b The potential hazards associated with different wastes
- c How to identify work-related hazards and risks
- d Details of operational procedures and documentation
- e How to deal constructively with colleagues and other people and resolve disagreements
- f How to use personal protective equipment (PPE) in line with operational procedures
- g Operational procedures and why it is important to comply with them
- h The limits of the job responsibility when communicating with others

Identify, evaluate and minimise hazards to your health and safety

- i What is meant by 'health and safety' in the workplace and why it is important to you.
- j What is the meaning of the term 'hazard'
- k What is the meaning of the term 'harm'
- l What is the meaning of the term 'risk'
- m What is the meaning of the term 'risk assessment'
- n What is the meaning of the term 'dynamic risk assessment'
- o The harm that a range of health and safety hazards can cause
- p What the meanings of different types of safety signs are and explain the hazards they indicate
- q How the conditions in a workplace can cause hazard
- r The types of personal protective equipment available and the hazards against which they provide protection
- s What is meant by 'safe system of work or method statement'?
- t Why is personal hygiene important
- u Why First Aid provision is needed
- v The responsibilities for Health & Safety:
- w What are the health and safety responsibilities of a manager/employer?
- x What are your personal responsibilities for health and safety as an employee?
- y Why is it important to report accidents, ill health and other incident

WO32 Maintain effective working relationships during recycling operations

Overview

This Unit is designed for the candidate to demonstrate competence in contributing to maintaining effective working relationships with colleagues and those external to the organisation. The candidate must clarify work instructions and responsibilities and communicate effectively with others.

This is a single element Unit.

Performance Criteria

- 1 Communicate with **other persons** (1) in a way which promotes effective **working relationships** (2)
- 2 Ensure that the work to be done has been described clearly and is understood before the work starts
- 3 Identify any potential difficulties in **personal performance** (3) and tell the other team members promptly
- 4 Try to minimise disruption to the team's work when disagreement occurs
- 5 Deal with any conflicts and differences of opinion in ways which minimise offence, and maintain goodwill, trust and respect
- 6 Comply with instructions or pass the matter on to the relevant person in accordance with **approved procedures and practices** (4)

Range

- 1 **Other persons:** Colleagues, persons external to the organisation
- 2 **Working relationships:** Formal, informal
- 3 **Personal performance:** Working to targets, completing tasks, quality of work
- 4 **Approved procedures and practices:** Health, Safety and Environmental related to the individual and others, organisational, regulatory, statutory, relevant company policies, risk assessment

Knowledge and Understanding

The candidate must provide evidence to prove that he or she knows:

- a Understanding instructions or getting help to do so
- b The abilities of other team members
- c How to identify potential difficulties
- d Identifying where their work could affect the work of others
- e Knowing when, and how, to ask for help
- f How to deal with differences of opinion
- g Methods of communication
- h Limits of their authority
- i What information or help may be given to other staff
- j Information which they are permitted to pass on
- k The person to whom complaints and requests should be passed

WO44 Control the handover of recyclable materials

Formerly RO2.10

OVERVIEW

This Unit is designed for the candidate to demonstrate competence in controlling the handover of recyclable materials with others. The candidate must ensure all the necessary information is exchanged and that the exchange is understood. The candidate must also ensure that any necessary documentation is completed and handed over where appropriate.

This is a single element Unit.

Performance Criteria

- 1 Adjust equipment according to operating requirements and in accordance with **approved procedures and practices (1)**
- 2 Make sure that **information (2)** needed by the recipient is accurate and complete
- 3 Report and chase up any missing **information (2)**
- 4 Follow **approved procedures and practices (1)** to carry out the handover of recyclable materials
- 5 Confirm completion of handover and that the recipient accepts responsibility

Range

- 1 **Approved procedures and practices:** Health, Safety and Environmental related to the individual and others, organisational, regulatory, statutory, relevant company policies, risk assessment
- 2 **Information:** Any special instructions, problems identified and action taken, health safety and environmental information, relevant documentation

Knowledge and Understanding

The candidate must provide evidence to prove that he or she knows:

- a The importance of passing on information and the different types of information
- b The different types of handover documentation and procedures
- c Their responsibilities for providing information
- d The responsibilities of the recipient for understanding and clarifying information
- e Where records are kept and their content
- f Who to report to if any documentation is missing
- g How to pass on the information clearly and concisely
- h How to confirm that the recipient understands the information
- l The implications of relevant legislation

WO46 Sort and prepare recyclable materials for processing

Formerly EUSkills RO2.12

OVERVIEW

This Unit is designed for the candidate to demonstrate competence in sorting and preparing recyclable materials in preparation for processing. The candidate must ensure that recyclable materials are the correct quality and that any documentation is completed. The candidate must also be able to identify materials which are not suitable for recycling.

This is a single element Unit.

Performance Criteria

- 1 Identify materials that are suitable for processing and confirm that they conform to the required quality standards
- 2 Carry out the required **sorting methods (1)** and processing methods in accordance with **approved procedures and practices (2)**
- 3 Identify materials suitable for recycling and those that cannot be recycled in accordance with **approved procedures and practices (2)**
- 4 Deal with superfluous material
- 5 Prepare, check, maintain and use equipment for sorting and processing materials for recycling
- 6 Wear and use appropriate personal protective equipment in accordance with **approved procedures and practices (2)**
- 7 Any **incidents (3)** during operations are dealt with promptly and appropriately in accordance with **approved procedures and practices (2)**

Range

- 1 **Sorting methods:** Hand sorting, machine sorting
- 2 **Approved procedures and practices:** Health, Safety and Environmental related to the individual and others, organisational, regulatory, statutory, relevant company policies, risk assessment
- 3 **Incidents:** Accidents which cause personal injury, changes in an individual's health which puts them at risk

Knowledge and Understanding

The candidate must provide evidence to prove that he or she knows:

- a The different methods of sorting recyclable materials
- b The processes required to recycle certain materials
- c Their role and responsibilities during processing and sorting work
- d The reasons certain materials are suitable and not suitable to be recycled and how to deal with superfluous material
- e The equipment needed to sort and process materials for recycling and how to prepare, check maintain and use it
- f Their own responsibilities under health and safety
- g The implications for their work of relevant health and safety, environmental legislation
- h Why it is important to ask for assistance if there is a problem
- i The range of personal protective equipment required during processing and sorting work

WO47 Operate plant for the processing of recyclable materials

Formerly EUSkills RO2.23

OVERVIEW

This Unit is designed for the candidate to demonstrate competence in operating and shutting down processing plant. The candidate must monitor the equipment during operation and shut it down in accordance with operating procedures.

This is a single element Unit.

Performance Criteria

- 1 Wear and use appropriate personal protective equipment in accordance with **approved procedures and practices (1)**
- 2 Follow processing procedures in accordance with **approved procedures and practices (1)**
- 3 Confirm that processed materials meet specification
- 4 Shut down plant in accordance with **approved procedures and practices (1)**
- 5 Refer problems and conditions outside the responsibility of the job holder to an authorised person
- 6 Deal with outcomes of the process in accordance with **approved procedures and practices (1)**
- 7 Keep all necessary records accurate, legible and complete
- 8 Manage **waste (2)** in accordance with **approved procedures and practices (1)**

Range

- 1 **Approved procedures and practices:** Health, Safety and Environmental related to the individual and others, organisational, regulatory, statutory, relevant company policies, risk assessment
- 2 **Waste:** Hazardous, non-hazardous

Knowledge and Understanding

The candidate must provide evidence to prove that he or she knows:

- a Methods of monitoring the process
- b People to inform of circumstances outside their authority to correct
- c The physical and handling characteristics of recyclable materials and potential hazards
- d The requirements for personal protective equipment
- e Emergency shutdown procedures
- f Process operating procedures
- g Record keeping
- h Communication of instructions and information to others
- i Procedures for normal or maintenance shut down

L27 Use and maintain equipment and machines

This national occupational standard L27 belongs to Lantra — the industry body supporting skills, education and training for the UK's environmental and land-based industries.

Area of competence

This national occupational standard is about using equipment and machinery correctly and safely, with due regard to manufacturers' instructions and legal and regulatory requirements. It also covers the routine, day-to-day maintenance of this equipment, before and after use. It is for members of staff who can carry out the work described under limited supervision only.

The types of equipment and machinery included in this standard are:

- ◆ non-powered tools and equipment (for example hand tools, fertiliser distributors)
- ◆ hand held powered equipment (for example strimmers, hedge cutters, leaf blowers)
- ◆ pedestrian controlled powered equipment (for example rotary mowers)
- ◆ ride-on powered equipment (for example ride-on mowers)
- ◆ chippers and/or shredders
- ◆ routine maintenance could include oil change, spark plugs, wheels and tyres, drive belts, drive mechanisms, electrics, back-lapping, sharpening hand tools.

Use of machinery and equipment and all actions must meet the requirements of the law and relevant codes of practice.

NB this Unit does not cover the use of tractors or tractor-mounted equipment other than small lawn/compact tractors.

Skills and competencies which demonstrate effective performance

You show you are competent to:

- ◆ Use equipment and machinery
- ◆ Carry out routine maintenance to equipment and machinery

Use equipment and machinery

- 1 select the correct item of equipment and machinery for the planned task
- 2 make sure that the equipment and machinery is safe and in good working order
- 3 select and use the correct personal protective clothing and equipment
- 4 set up and use the equipment and machinery in accordance with the manufacturer's instructions and legal regulatory requirements
- 5 ensure the safety of yourself and other people whilst operating the equipment and machinery
- 6 identify any problems with the equipment and machinery and take the correct action
- 7 clean and store the equipment correctly after use

This standard covers:

A equipment and machinery:

- 1 non-powered tools and equipment
- 2 hand held powered equipment
- 3 pedestrian controlled powered equipment
- 4 ride-on powered equipment

B action:

- 1 correct pre-use checks
- 2 correct start-up procedure
- 3 use appropriate work method
- 4 correct stopping procedure
- 5 correct post-use operator maintenance
- 6 reporting problems to a more competent colleague

Knowledge and understanding

You must know and understand:

- a how to select the correct items of machinery equipment for the tasks that you are responsible for
- b how to check the equipment and machinery and the types of pre-operational maintenance that you are required to carry out
- c the health and safety requirements that govern the use of the equipment and machinery in your area of responsibility
- d the main hazards associated with using the equipment and machinery in your area of responsibility
- e the manufacturer's instructions for the operation of the equipment and machinery in your area of responsibility
- f the types of problems that may occur with the equipment and machinery you work with and how to deal with each of these correctly
- g the principles of two and four stroke engines
- h the principles of lines of drive — clutch, v-belts, chains
- i types of protective clothing and the reasons why it must be worn
- j the correct ways of wearing personal protective equipment
- k the legal and regulatory requirements that govern the use of the equipment and machinery in your area of responsibility

Appendix 1: Blank recording forms

Unit:

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met.

Candidate:

Date:

Assessor:

Date:

Internal Verifier:

Date:

Personal statement

Date	Evidence index number	Details of statement	Links to other evidence (enter numbers)	Unit, PCs, Range covered

Signed by candidate:

Date:

Observation record

Unit:

Candidate:

Date of
observation:

Evidence index number:

Skills/activities observed:	Range/PCs covered:

Knowledge and understanding apparent from this observation:

Other Units to which this evidence may contribute:

Assessor's comments and feedback to candidate:

I can confirm the candidate's performance was satisfactory.

**Assessor's
signature:**

Date:

**Candidate's
signature:**

Date:

Witness testimony

SVQ title and level:	
Candidate's name:	
Evidence index no:	
Index no of other evidence which this testimony relates to (if any):	
Unit/PCs:	
Date of evidence:	
Name of witness:	
Designation/relationship to candidate:	
Details of testimony:	
I can confirm the candidate's evidence is authentic and accurate.	
Signed by witness:	Date:

Witness (please tick the appropriate box):

- Holds A1/A2 Units or D32/D33 Award
- Is familiar with the SVQ standards to which the candidate is working

Record of questions and candidate's answers

Unit:	PCs/Knowledge and Understanding:
Evidence index number:	
Circumstances of assessment:	
List of questions and candidate's responses:	
Assessor's signature:	Date:
Candidate's signature:	Date: