

Generate and retain waste and resource management business

WM10 - SQA Unit Code H2K1 04

Area of Competence

This national occupational standard defines the competences required to support the generation and retention of waste and resource management business. It involves contact with customers, ascertaining their requirements and proposing services to meet their needs. It requires understanding the waste and resource management business, current waste industry costs & charges and being able to evaluate the customers' needs for waste and resource management services.

Terms used within the standard

Waste - Wastes that are specified in the European Waste Codes

Resource – Materials recovered from waste for recycling, further use or conversion to energy

Legislative requirements -, Regulation that covers Environmental Permits, Waste Management Licences & Exemptions, Integrated Pollution Prevention and Control (IPPC) permits or Pollution Prevention and Control (PPC) permits, health and safety and road transport regulations where applicable to the operations of the business

Customer - Any person or organisation either external to or within the service providing organisation for which a chargeable service can be supplied.

Skills and competences which demonstrate effective performance

You show you are competent to:

- **Contribute to the generation of business**
- **Contribute to the retention of business**
- **Use and communicate data and information**
- **Report problems which could affect the generation and retention of waste and resource management business**

Contribute to the generation of business

1. Maintain accurate and up-to-date information on the organisation's services



2. Carry out market research and industry networking to identify potential customers
3. Contact potential customers and establish their needs for waste and resource management services
4. Develop proposals to meet customer needs and present them to customers in a way that gains their interest.
5. Follow up enquiries for services and expressions of interest for proposals
6. Acquire orders from customers in response to proposals and initiate the service agreed

Contribute to the retention of business

7. Initiate customer's feedback systems for the services provided
8. Respond to negative customer feedback and initiate remedial action
9. Evaluate feedback for its importance and impact on operations
10. Make regular contact with customers to review their business needs

Use, record and communicate data and information

11. Communicate information on the organisation's services which are consistent with the organisation's policy
12. Communicate the features and advantages of the available services to generate and retain business
13. Develop and present a reasoned case when providing advice
14. Communicate feedback to colleagues and organisational management
15. Maintain information systems and records for use in generating and retaining business and for quality control purposes
16. Notify the administration process of all new orders and supply full details for charging and accounting purposes

Report problems which could affect the generation and retention of waste and resource management business

17. Report customer complaints of unsafe or unsatisfactory behaviour by organisational representatives when carrying out the service to the appropriate manager.
18. Arrange for customers to be notified if operational problems affect the service delivery
19. Advise colleagues or managers of situations which need their intervention
20. Seek expert advice to resolve situations which are outside the responsibility of the job role
21. Identify any problems in achieving the proposal outcomes and make contingency arrangements for their resolution
22. Arrange for any sub standard work to be remedied

Behaviour which underpins effective performance

You work in a manner which:

23. Is assertive in making decisions
24. Pursues accountability of staff for delegated responsibilities
25. Reflects critically on your own achievements to inform future actions



Knowledge and understanding

You must know and understand the following:

General

- a. The relevant legislation, regulations and codes of practice applicable to safety, health and the environment for waste and resource management activities
- b. Waste management legislation and guidance that is applicable to waste and resource management sites.
- c. The types of personal protective equipment (PPE) required for different types of waste and the procedures for care, maintenance and use of this equipment
- d. The legal requirements and company procedures for dealing with unauthorised wastes
- e. The procedures for the proper management control of work activities on customers' sites
- f. The organisational environmental policy and procedures applicable to the services provided
- g. The requirements for risk analysis to minimise hazards to personnel and the environment for the services provided

Generating and Retaining business

- h. How to gather and use qualitative and quantitative information
- i. The types of problems which may occur when gathering information and how to overcome these
- j. How to record and store the information securely
- k. The importance of providing information and advice to others and your role and responsibility in relation to this
- l. The importance of ensuring the validity of information and how to do this
- m. The principles and importance of handling information confidentiality
- n. Organisational policies, procedures and resource constraints which may affect advice and information given to others
- o. The importance of identifying customer needs and the part you should play in doing this
- p. How to identify needs in sufficient detail to develop proposals
- q. How to develop reasoned cases and negotiate with potential and actual customers
- r. The importance of customer feedback and how to respond
- s. How to evaluate feedback in terms of impact on operations
- t. The principles of confidentiality when handling customer feedback
- u. The organisation's objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards
- v. Recent developments in technology and operating procedures within the waste management industry
- w. The organisation's objectives and priorities for the provision of a waste and resource management service
- x. The organisational procedures for the proper management control of work activities on customers sites
- y. How to use cost benefit analysis methods and techniques
- z. The current operating costs within the organisation for the services provided
- aa. The importance of monitoring implementation of a service to a customer and how to deal with problems arising during implementation



- bb. The different types of waste and materials that could be handled by the service provided
- cc. The records required by legislation and by organisational procedures in relation to the services provided
- dd. How to complete all relevant paperwork
- ee. The technical skills needed for the services provided
- ff. How to ensure that relevant staff has the required skills to provide a service and what to do in response to a perceived skills deficit
- gg. The specific legislative requirements and guidance applicable to the waste and resource management services.
- hh. The storage and handling implications for the waste types handled when providing a service
- ii. The types, functions and limitations of waste handling equipment available for use on the service
- jj. .How to use risk assessment and the identification of potential work-related hazards and difficulties
- kk. The potential hazards to safety, health and the environment arising from the activities carried out to provide the service
- ll. The records required by legislation and by company procedures in relation to the activities carried out to provide the service
- mm. The procedures for dealing with spillages
- nn. The Control of Substances Hazardous to Health (COSHH) assessment data for all hazardous substances received, handled and used when providing the service
- oo. How to interpret process documentation and verify that the information is accurate and relates to the waste and resources handled when providing the service
- pp. How to communicate operational instructions orally and in writing
- qq. The importance of ensuring people's understanding of information and advice given and of operational instructions and how to do this
- rr. The market value of recovered resource materials