



Assessment Guidance for the SVQ 2 Frontline Environmental Services at SCQF level 5

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History of changes

It is anticipated that changes will take place during the life of the qualification, and this section will record these changes. This document is the latest version and incorporates the changes summarised below.

Edition Number	Description	Date	Authorised by
02	Update to qualification and removal of National Occupational Standards (NOS).	January 2013	Qualifications Officer
03	Update to qualification and removal of National Occupational Standards (NOS).	October 2015	Qualifications Officer
04	Update to qualification	August 2019	Qualifications Officer

Contents

About this guide	1
Introduction to SVQs	2
Who is involved in SVQs?	3
The steps involved in assessing a candidate for an SVQ	4
Preparing to assess the SVQ	4
Assessment Methodology	6
Structure of the SVQ	12
Appendix 1: Blank recording forms	15

About this guide

This guide provides some practical advice on how to assess your candidates for the **SVQ 2 Frontline Environmental Services at SCQF level 5**. 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 SCQF level 5 in this sector. It is a flexible award that has four mandatory units and six mandatory optional with a large pool of optional units.

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 SCQF Level 6 (supervisory) and SCQF Level 7 (management) Diplomas in Waste Management and SCQF Level 7 HNC in Sustainable Resource 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:

SVQ 2 Frontline Environmental Services SCQF level 5

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 EUSFES51 Comply with Emergency Procedures on Waste Management Activities

Responding to accidents and emergency situations and minimising risk.

Unit EUSFES12 Manually Clear Snow and Treat Highways and Land for Ice

Components 1 and 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 four 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 2 Frontline Environmental Services at SCQF level 5 (GK9Y 22).

To achieve the **Group Award** candidates must complete **four** mandatory units plus **six** optional units.

A maximum of two units must be chosen from optional group A and a further four optional units must be chosen from Group B.

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

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

Mandatory units

SQA ref	SCQF level	SCQF credit points	SSC ref	Title
H9R4 04	6	8	CFACS D8	Work with Others to Improve Customer Service
	4	2	EUSFE S29	Contribute to the Sustainability, Maintenance and Preservation of the Environment
	5	7	EUSFE S35	Make Sure Your Own Actions Reduce Risks to Health and Safety
	4	2	EUSFE S115	Perform Manual Handling and Lifting of Loads

Optional units

SQA ref	SCQF level	SCQF credit points	SSC ref	Title
Optional units: Group A — Select two optional units from this group				
	5	2	EUSFE S02	Work with Other People in the Waste Management Industry
	4	5	EUSFE S04	Manually Collect Waste
	5	3	EUSFE S09	Transport Waste
	4	4	EUSFE S13	Maintain the Security of Waste Management Facilities
	5	5	EUSFE S28	Mechanically Handle Waste

SQA ref	SCQF level	SCQF credit points	SSC ref	Title
	5	4	EUSFE S30	Collect Recyclable Materials
F8WV 04	5	2	EUSFE S31	Control Vehicle Movements on Site
	5	5	EUSFE S43	Mechanically Handle Recyclable Materials
Optional units: Group B — Select four units from this group				
	5	6	EUSFE S44	Control the Transfer of Recyclable Materials
	5	4	EUSFE S51	Comply with Emergency Procedures
	5	6	EUSFE S01	Maintain a Healthy and Safe Working Environment for Waste Management Activities
	5	3	EUSFE S05	Load a Waste Transport Vehicle*
	5	9	EUSFE S07	Control the Risk from Vehicle and Plant Movements on Waste Management Facilities
	5	5	EUSFE S10	Validate Waste
	4	2	EUSFE S12	Manually Clear Snow and Treat Highways and Land for Ice
	5	2	EUSFE S15	Inspect Vehicles used in Waste Management Facilities
	5	7	EUSFE S18	Store Waste and Operating Materials within a Waste Management Facility
	5	4	EUSFE S34	Be Aware of and Control Workplace Hazards
	5	9	EUSFE S37	Use and Maintain Equipment and Machines in the Waste Industry*
	5	5	EUSFE S42	Work Safely at Heights
F8XD 04	4	4	EUSFE S46	Sort and Prepare Recyclable Materials for Re-processing
	5	5	EUSFE S47	Re-process Recyclable Materials
	5	3	EUSFE S49	Perform Street Cleansing Manually
	5	4	EUSFE S50	Perform Street Cleansing by Machine
F4PM 04	5	6	ASTC2 06	Clean and Maintain External Surfaces and Areas

SQA ref	SCQF level	SCQF credit points	SSC ref	Title
*Endorsements — The following endorsements are derived from units EUSFES05 and EUSFES37				
H36D 04	5	3	EUSFE S05a	Load a Hazardous Waste Transport Vehicle
H36E 04	5	3	EUSFE S05b	Load a Non-hazardous Waste Transport Vehicle
H36F 04	5	3	EUSFE S05c	Load an Inert Waste Transport Vehicle
	5	9	EUSFE S37a	Use and Maintain Ride-on Powered Equipment in the Waste Industry
	5	9	EUSFE S37b	Use and Maintain Non-powered and Hand-held Powered Tools and Equipment in the Waste Industry
	5	9	EUSFE S37c	Use and Maintain Pedestrian Controlled Powered Equipment in the Waste Industry

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: