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Unit:	101	Contribute to the maintenance of a healthy and safe working environment
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Element:	101.1	Maintain personal hygiene, health and safety
	101.2	Maintain healthy and safe working practices

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Unit Description:

This unit deals with the general health and safety of working. More specific aspects of these will feature within other units.

Achievement of this unit demonstrates your competence in operating safely in the work environment. It includes your responsibility for personal hygiene, health and safety, and healthy and safe working practices.

Evidence for this unit is likely to be generated at the same time as evidence for other units in the qualification.

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Unit:	101	Contribute to the maintenance of a healthy and safe working environment
Element:	101.1	Maintain personal hygiene, health and safety

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### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) your personal standards of hygiene and conduct meet employment requirements
- b) you wear and use the appropriate personal protective equipment correctly
- c) you use approved safe methods and techniques throughout operations
- d) you report unsafe operating conditions promptly

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Health and safety:

- the need for good personal hygiene
- selecting and using personal protective equipment
- working safely

Dealing with problems:

- identifying problems with machinery, equipment, and materials

Organisational context:

- organisation requirements for personal hygiene, and use of personal protective equipment
- work procedures
- methods of reporting

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Unit:	101	Contribute to the maintenance of a healthy and safe working environment
Element:	101.1	Maintain personal hygiene, health and safety

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you use methods and techniques which comply with both the following:

- organisation requirements
- safe working practice

You must also show evidence that you report unsafe operating conditions to at least two of the following types of person:

- line manager
- colleagues
- health and safety specialists

You must also show evidence that you report unsafe operating conditions in at least two of the following areas:

- machinery
- equipment
- materials

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in reporting to all types of person, and about all types of unsafe operating conditions listed above.

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Unit:	101	Contribute to the maintenance of a healthy and safe working environment
Element:	101.2	Maintain healthy and safe working practices

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### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) your work routines comply with organisation procedures at all times
- b) you keep the work areas clean, and tidy
- c) you identify risks to people and the immediate working environment, and minimise them where possible
- d) you give warnings of hazardous conditions promptly to people at risk
- e) you report accidents, damage and significant risks promptly

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Health and safety:

- the importance of good housekeeping
- the importance of identifying risks and minimising them
- the importance of warning others about risks
- hazard warning signs

Organisational context:

- reporting accidents, damage, and significant risks
- methods of communication

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Unit:	101	Contribute to the maintenance of a healthy and safe working environment
Element:	101.2	Maintain healthy and safe working practices

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can identify risks to at least two of the following types of people:

- yourself
- colleagues
- other people

You must also show evidence that you can use at least two of the following types of warning:

- warning signs
- verbal warnings
- cones
- barriers

You must also show evidence that you can identify at least three significant risks in the following areas:

- unsuitable or faulty machinery
- equipment and materials
- infestation
- contamination
- other potentially unsafe features in the working environment

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in identifying risks to all types of people, use all types of warning, and identify risks in all areas listed above.

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Unit:	102	Comply with emergency procedures
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Unit Detail:	102.1	Initiate alarm on discovering an emergency
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	102.2	Minimise effect of emergencies
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Unit Description:

This unit deals with emergencies met with on waste management facilities.

Achievement of this unit demonstrates your competence in complying with emergency procedures. It covers initiating the alarm, informing others and minimising the effect of an emergency. Simulation may be used to provide evidence for parts of this unit.

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Unit:	102	Comply with emergency procedures
Element:	102.1	Initiate alarm on discovering an emergency

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### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you initiate an appropriate alarm immediately on discovery
- b) you alert people to the emergency with the necessary degree of urgency
- c) in the event of accidents to people, you summon appropriate first aid immediately
- d) you ensure that appropriate emergency services are summoned immediately

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Initiating the alarm:

- identifying emergency situation
- raising alarm
- obtaining urgent action
- calling the emergency services

Organisational context:

- alarm systems or methods
- location of, and means of calling, first aid providers
- organisation emergency procedures

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Unit:	102	Comply with emergency procedures
Element:	102.1	Initiate alarm on discovering an emergency

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can initiate an alarm by both of the following methods:

- by mechanical/electronic means
- by notifying someone

You must also show evidence that you can deal with at least two of the following emergency categories:

- fire/explosion
- release/spillage of hazardous substances
- discovery of suspicious situations
- discovery of injured person
- major services failure
- other serious accident

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in all types of emergency listed above.



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Unit:	102	Comply with emergency procedures
Element:	102.2	Minimise effect of emergency

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### The National Standard

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) the actions you take reflect the seriousness of the situation but do not cause panic
- b) you give injured people comfort and reassurance
- c) you ensure that containable fires are put out safely using appropriate equipment
- d) you ensure that environmental damage through spillage or release is minimised by prompt and appropriate action
- e) your actions minimise losses
- f) you make a full and accurate report of any incident promptly, and in accordance with organisation procedures

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Minimising the effect of the emergency:

- offering comfort and reassurance
- choosing and using fire extinguishing equipment
- dealing with spillage or release by containment or dispersal

Organisational context:

- reporting incidents
- procedures for fire extinguishing and containment or dispersion
- equipment and materials needed and their location
- general facility procedures
- facility emergency procedures

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Unit:	102	Comply with emergency procedures
Element:	102.2	Minimise effect of emergency

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can deal with at least two of the following categories of emergency:

- fire/explosion
- release/spillage of hazardous substances
- discovery of suspicious situations
- discovery of injured person
- major services failure
- other serious accident

You must also show evidence for taking at least two of the following appropriate actions:

- using appropriate materials
- using appropriate equipment
- using appropriate techniques

You must also show evidence for minimising at least two of the following categories of loss:

- damage to plant and equipment
- injury to people
- damage to the environment

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in dealing with all categories of emergency, taking all appropriate actions, and minimising all categories of loss listed above.

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Unit:	103	Work in a team
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Unit Detail:	103.1	Agree individual responsibilities in working with others
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	103.2	Complete work activities with others
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Unit Description:

This unit deals with working successfully with others. It underlies the other units in the qualification.

Achievement of this unit demonstrates your competence in working successfully in a team. Although the unit title refers to team work, many operatives work alone. In this situation the team is considered to be you, the person to whom you report, and anyone else with whom you communicate.

The competences include accepting and clarifying responsibilities, and working in conjunction with others.

Evidence for this unit is likely to be generated at the same time as evidence for other units in the qualification.

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Unit:	103	Work in a team
Element:	103.1	Agree individual responsibilities in working with others

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### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you ensure that the work to be done has been described clearly and is understood before the work starts
- b) you and the other team members agree the division of work and individual contributions
- c) you contribute helpfully to the team reaching agreement

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Organisational context:

- understanding instructions or getting help to do so
- abilities of other team members

Reaching agreement:

- identifying impact of work on others
- identifying potential difficulties
- making helpful contributions to discussions

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Unit:	103	Work in a team
Element:	103.1	Agree individual responsibilities in working with others

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can successfully agree the division of work between both the following sizes of group:

- two individuals
- three or more individuals

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Unit:	103	Work in a team
Element:	103.2	Complete work activities with others

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### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) your own work contribution is completed in sufficient time not to hold up the work of others
- b) you help identify likely difficulties in contributing to the team's work and tell the other team members promptly
- c) Where disagreement occurs, you try to minimise disruption to the team's work

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Co-ordinating work:

- identifying where your work could affect the work of others
- identifying difficulties in own work
- solving disagreements within the group

Organisational context:

- the nature of other peoples work
- how it affects your work

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Unit:	103	Work in a team
Element:	103.2	Complete work activities with others

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can operate with both the following types of team or group:

- a formally appointed group
- you working alone, your supervisor, and those people you communicate with

You must also show evidence that you can identify both the following types of difficulty:

- problems with materials or equipment needed
- problems with the people contributing to the job

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Unit:	104	Contribute to the maintenance of the quality of the organisation's work
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Element:	104.1	Maintain a positive public image
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	104.2	Organise own work
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**Unit Description:**

This unit deals with the overall quality of the service provided.

Achievement of the unit demonstrates your competence in contributing to the maintenance of the quality of the organisation's work, and organising your own work.

Evidence for this unit is likely to be generated at the same time as evidence for other units in the qualification.



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Unit:	104	Contribute to the maintenance of the quality of the organisation's work
Element:	104.1	Maintain a positive public image

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### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) your work schedules are fulfilled correctly
- b) your behaviour, appearance, and clothing meet employment requirements
- c) your contact with people outside the organisation encourages confidence and co-operation
- d) the information you give to people outside the organisation is authorised, up to date and accurate

#### **Knowledge and Understanding:**

Organisational context:

- detail of work schedules and working procedures
- organisation standards of behaviour and appearance, and why they are important
- what information you are permitted to pass to others
- organisation's services

Dealing with people:

- how to provide information politely and helpfully

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Unit:	104	Contribute to the maintenance of the quality of the organisation's work
Element:	104.1	Maintain a positive public image

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that all the following aspects of work schedules are correct:

- procedures
- quality of work
- reliability of work
- timing of work

You must also show evidence that your behaviour meets employment requirements in both of the following:

- timekeeping
- attitude
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You must also show evidence that your appearance meets employment requirements in all the following:

- general appearance
- clothing
- personal protective equipment

You must also show evidence that you provide information on both the following topics:

- services provided by the organisation
- who to refer to in the organisation for further information

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Unit:	104	Contribute to the maintenance of the quality of the organisation's work
Element:	104.2	Organise own work

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### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you carry out work routines safely, in an appropriate order, and according to organisational requirements
- b) you report problems arising as a result of operational conditions promptly and ask for advice
- c) you pass on information required by the organisation accurately and promptly

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Methods of work:

- working safely and its importance
- dealing with problems arising from operational conditions

Organisational context:

- information about services available
- work schedules and procedures
- communication channels
- information required by the organisation and how to provide it

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Unit:	104	Contribute to the maintenance of the quality of the organisation's work
Element:	104.2	Organise own work

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can carry out at least three of the following aspects of work routines safely, in an appropriate order, and as required by the organisation:

- start-up
- daily schedules
- end of day
- other required work procedures

You must also show evidence that you can deal with at least four of the following problems arising as a result of operational conditions:

- mechanical problems
- necessary changes to schedule of work
- availability of resources
- abnormal conditions
- potential or actual damage to the environment

You must also show evidence that you report problems to at least two of the following types of people:

- people outside the organisation
- colleagues
- line managers

You must also show evidence that you can provide all the following types of information required by the organisation:

- personnel matters
- work matters
- health and safety
- passing messages

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in dealing with all types of problem arising from operational conditions listed above.

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Unit:	105	Maintain effective working relationships
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Unit Detail:	105.1	Maintain effective internal working relationships
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	105.2	Maintain effective external working relationships
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Unit Description:

This unit deals with relationships.

Achievement of this unit demonstrates your competence in maintaining effective working relationships with people inside and outside the organisation. (References to external contacts may be interpreted as people outside your department as well as outside the organisation).

Evidence for this unit is likely to be generated at the same time as evidence for other units in the qualification.

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Unit:	105	Maintain effective working relationships
Element:	105.1	Maintain effective internal working relationships

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### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you carry out reasonable requests from colleagues promptly and willingly
- b) you request help from others politely
- c) you pass relevant information to members of staff promptly and accurately
- d) you deal with differences of opinion to minimise offence and maintain respect

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Giving and receiving help:

- providing help and information tactfully
- knowing when, and how, to ask for help

Interpersonal relations:

- how to deal with differences of opinion
- methods of communication

Organisational context:

- limits of own authority
- what information or help may be given to other staff

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Unit:	105	Maintain effective working relationships
Element:	105.1	Maintain effective internal working relationships

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can handle relations successfully with both the following types of staff:

- line managers
- colleagues

You must also show evidence that you can deal with differences of opinion in both the following categories:

- work related
- personal

Unit: 105 Develop  
and maintain effective working  
relationships

### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) your contacts with people outside the organisation or department are polite and helpful
- b) you provide authorised information promptly or ask for help
- c) you comply with requests for action promptly or pass the matter on to the relevant person

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Interpersonal relations:

- being polite and helpful

Organisational context:

- limits of your own authority
- information you are permitted to pass on
- the person to whom complaints and requests should be passed



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Unit:	105	Develop and maintain effective working relationships
Element:	105.2	Develop and maintain effective external working relationships

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can handle both the following types of contact successfully:

- formal
- informal

You must also show evidence that you can refer to the correct people both the following types of situation:

- formal complaints
- requests for changes in services provided

You must also show that you can provide at least one of the following types of authorised information:

- general information about the organisation
- information about the organisation's products or services

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in all types of location and situation affecting collection listed above.

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Unit:	106	Remove waste
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Unit Detail:	106.1	Accept and collect waste
	106.2	Operate equipment

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Unit Description:

Achievement of this unit demonstrates your competence in accepting and collecting waste, using the vehicle's equipment safely and correctly, and leaving the collection area in an acceptably clean and tidy state.

You must be able to show that you accept only waste, which meets the requirements, and that you understand instructions given to you.

Unit:	106	Remove waste
Element:	106.1	Accept and collect waste

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you check that access to the waste is safe or take appropriate action
- b) you identify the waste for collection, and accept it if it meets the agreed requirements
- c) you report any circumstances affecting collection promptly
- d) your work consistently meets with requirements
- e) you check that you understand information and instructions or ask for an explanation, and carry them out promptly
- f) you leave the collection site clean and safe and report any damage from collection promptly
- g) you provide sufficient accurate information to allow relevant documentation to be completed

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Waste acceptance:

- identifying types of waste
- assessing the strength and suitability of containers
- identifying possible hazards, difficulties, and how to avoid them
- classification of waste

Collection:

- special collection schemes
- type of container and handling required
- acceptable reasons for non-collection
- information required for the completion of paperwork

Health and safety:

- lifting and handling techniques
- what to do if you come across special or other hazardous waste

Organisational context:

- your own areas of responsibility
- organisation policies and why it is important to work to them
- what the contract requires you to do
- what could happen if you don't do what the contract requires
- route plans, work schedules and the importance of carrying them out correctly

Legislation:

- how to avoid breaking the law while collecting waste

Customer care:

- why it is important to look after the customer and how to do it

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Unit: 106 Remove waste

Element: 106.1 Accept and collect waste

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can deal successfully with at least four of the following circumstances affecting waste collection:

- dangerous site/access
- toxic materials
- risk of injury/infection
- traffic or routing problems
- split bags
- unsuitable/damaged containers/receptacles
- need for special collection
- other difficulties

You must also show evidence that you can collect safely from at least two of the following types of site:

- private property
- commercial and other premises
- public footpath/roadway

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in all types of location and situation affecting collection listed above.

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Unit: 106 Remove waste  
Element: 106.2 Operate equipment

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### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) the way you use machinery, equipment, and materials follows organisation procedures
- b) you take action to remedy faults and defects, or report the situation promptly
- c) you operate equipment to minimise the chance of injury or damage
- d) you check that you understand information and instructions or ask for explanation, and carry them out promptly
- e) you leave the loading area clean and safe after collection, as required

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Equipment:

- equipment operating procedures and the importance of carrying them out correctly
- identifying faults, and deciding appropriate action

Health and safety:

- hazards and risks of the mechanisms and how to reduce the risk when using them
- correct lifting and handling techniques

Organisational context:

- emergency procedures

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Unit:	106	Remove waste
Element:	106.2	Operate equipment

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can operate the equipment safely in at least two of the following types of loading area:

- roadways
- public areas
- other working areas

You must also show evidence that you can receive and gain an understanding of both of the following types of information and instruction:

- oral
- written

You must also show evidence that you leave the loading area in the condition required by all of the following:

- the organisation
- the law
- the client

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in all types of loading area listed above.

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Unit:	107	Contribute to the protection of the environment
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Unit Detail:	107.1	Maintain environmentally sound working practices
	107.2	Contribute to the improvement of the environment

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Unit Description:

Achievement of this unit demonstrates your competence in contributing to the protection of the local environment. You must show that you work in such a way that you minimise energy use, reduce or avoid waste, and take advantage of opportunities for recycling or re-use if that is required. You must minimise pollution of air, water, and land, and from noise.

You must demonstrate that you contribute to improvements in the environment by avoiding activities with potential to harm the environment.

This unit is suitable for operatives carrying out this activity on all types of waste management facility.

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Unit: 107 Contribute to the protection of the environment

Element: 107.1 Maintain environmentally sound working practices

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### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you operate and look after plant and equipment so as to reduce damage to the environment
- b) you carry out your work so as to minimise noise nuisance
- c) the way you work minimises waste of resources and avoids pollution
- d) if required, you identify opportunities for reuse and recycling and take appropriate action

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Use of resources:

- the importance of not wasting resources (energy, equipment, and materials), and the consequences of wasting them

Pollution:

- the consequences of pollution

Organisational context:

- how to recognise wastage of energy, equipment, and materials
- working methods that will minimise pollution and waste of resources
- what materials are recyclable
- procedures for dealing with recyclable materials if necessary



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Unit: 107 Contribute to the protection of the environment

Element: 107.1 Maintain environmentally sound working practices

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can take action to minimise waste of at least two of the following types of resource:

- energy
- equipment
- materials

You must also show evidence that you can avoid at least two of the following types of pollution:

- air
- water
- land
- from noise

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently with all types of resource and pollution listed above.

---

Unit: 107 Contribute to the protection of the environment

Element: 107.2 Contribute to the improvement of the environment

---

### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you identify likely or actual causes of harm to the environment and report them promptly
- b) you take whatever remedial action is permitted promptly
- c) you look for ways of improving the environment and suggest them to the appropriate person

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Threats to the environment:

- how to recognise threats to the environment
- who to report the threats to

Organisational context:

- how environmental threats should be dealt with
- services supplied by the organisation and how to use them

Legislation:

- how to avoid breaking the law about environment protection

---

Unit: 107 Contribute to the protection of the environment

Element: 107.2 Contribute to the improvement of the environment

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you have taken action to minimise harm arising from at least one of the following sources:

- activities of the general public
- activities of the workforce

You must also show evidence that you have taken both the following forms of remedial activity for threats:

- informed colleagues/line management
- taken action personally

You must also show evidence that you have provided at least two of the following types of information to others:

- relating to available services
- recycling, if appropriate
- causes of environmental harm

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Unit:                    108     Contribute to the maintenance of security and vehicle safety

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Unit Detail:            108.1    Maintain security of premises

                              108.2    Maintain safety of the work vehicle

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Unit Description:

Achievement of this unit demonstrates your competence in contributing to the maintenance of security of the workplace, facility, or client premises.

It also demonstrate your competence in monitoring the safety systems of your vehicle and informing the driver if any are not working or obscured. You will be expected to carry out any cleaning of lights, screens, or notices that is necessary.

You must also demonstrate competence in using signals to assist the driver when manoeuvring the vehicle. You must avoid undue interference with other road users when doing so.

You must also ensure the safety of passers by when the vehicle loading mechanisms are operating or the vehicle is manoeuvring.

This unit is suitable for operatives carrying out this activity in all types of waste management facility including waste collection operatives.

---

Unit:	108	Contribute to the maintenance of security and vehicle safety
Element:	108.1	Maintain security of premises

---

### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you ensure that correct entering and leaving procedures are followed
- b) you ensure that suspicious occurrences are reported promptly
- c) you identify actual and potential breaches of security and report them promptly
- d) you ensure that confidentiality of information is maintained

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Suspicious occurrences:

- how to recognise suspicious occurrences
- who to inform

Breaches of security:

- how to recognise breaches of security
- who to inform

Organisational context:

- entering and leaving procedures for facility
- entering and leaving procedures for client properties

Confidentiality of information:

- what information about the organisation is confidential
- why information about clients and visitors should be kept confidential

---

Unit:	108	Contribute to the maintenance of security and vehicle safety
Element:	108.1	Maintain security of premises

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can use the correct entering and leaving procedures for both of the following types of location:

- facility premises
- client premises

You must also show evidence for including in entering and leaving procedures at least two of the following activities:

- general visual check of premises for anything unusual
- turning off lights/power
- securing premises

You must also show evidence for identifying all of the following suspicious occurrences:

- unknown people
- damage to premises/contents
- abnormal situations
- 

You must also show evidence for identifying and acting on at least two of the following breaches of security:

- locks/catches not operating
- lights not working
- damage to facility/client perimeter/buildings

You must also show evidence for reporting to all of the following people:

- line manager
- colleagues
- client/owner of property

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in all activities in entering and leaving, and all breaches of security listed above.

---

Unit:	108	Contribute to the maintenance of security in the working environment
Element:	108.2	Maintain safety of the work vehicle

---

### The National Standard

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you monitor the safety systems of the vehicle for correct operation at appropriate intervals
- b) where a safety system is not working correctly you inform the driver immediately
- c) you assist in putting right safety system faults
- d) you give clear signals to assist the driver in manoeuvring the vehicle
- e) you ensure that other road users suffer minimum inconvenience when your work vehicle is manoeuvring on a public highway
- f) you ensure the safety of passers by when the vehicle or its mechanisms are operating
- g) in the driver's temporary absence you ensure the security of the vehicle appropriately

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Safety system operation:

- purpose and normal operation of safety systems
- how to recognise faults
- what action to put faults right is permissible on the road

Manoeuvring the vehicle:

- signals for communicating with the driver
- manoeuvring capabilities of the vehicle in forward and reverse
- the drivers field of vision from the driving seat, direct and using mirrors

Other road users context:

- rights of way on the road
- methods of signalling to other road users
- how to minimise inconvenience to them

Safety of passers by:

- danger from vehicle operating mechanisms
- danger from vehicle manoeuvring

Security:

- immobilising the vehicles
- immobilising equipment

---

Unit:	108	Contribute to the maintenance of security in the working environment
Element:	108.2	Maintain safety of the work vehicle

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can monitor and recognise faults in at least six of the following safety systems:

- driving lights
- stop lights
- reversing lights
- reversing audible warning
- vehicle loading mechanism warning lights
- windscreen and rearview screen
- number plates
- warning notices
- automatic cut-out systems

You must also show evidence that you identify all the following faults in safety systems:

- non functioning
- functioning but obscured
- illegibility

You must also show that you assist in rectifying safety system faults by carrying out at least two of the following:

- cleaning windscreen/rearview screen
- cleaning driving/stop light lenses
- cleaning warning lights/warning notices

You must also show evidence that you take account of all the following in assisting manoeuvring:

- vehicle clearance from physical obstructions
- activities of passers by
- activities of other road users

You must also show evidence that in the driver's temporary absence you ensure security by using all of the following methods:

- parking, locking, and removal of keys of vehicle
- immobilisation of vehicle loading mechanisms
- preventing unauthorised people interfering with the vehicle

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in recognising faults in all types of safety system listed above.



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Unit:	109	Contribute to the support of operations
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Unit Detail:	109.1	Carry out general cleaning and labouring duties
	109.2	Store materials and components

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Unit Description:

Achievement of this unit demonstrates your competence in helping to support the facility's operations.

You must show that you can carry out general cleaning and labouring duties in the facility and also carry out general work in the facility stores. This sort of work would be suitable for those operatives temporarily on light duties.

You must carry out the work to the stated requirements and show that your methods comply with instructions. You must take care to select and use the correct personal protective equipment for each task and that the activities do not harm the environment.

This unit is suitable for operatives carrying out this activity on all types of waste management facility.

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Unit: 109 Contribute to the support of operations  
Element: 109.1 Carry out general cleaning and labouring duties

---

### The National Standard

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you understand instructions or ask for help
- b) you wear and use the appropriate personal protective equipment correctly
- c) you select undamaged tools appropriate to the task
- d) you carry out the task in accordance with instructions
- e) you comply with safe working practice and minimise the risk of harm
- f) you dispose of waste materials safely
- g) you clean tools and equipment correctly and return them to storage
- h) you report unsafe operating conditions or equipment promptly

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Health and safety:

- safe methods of work
- correct personal protective equipment for the task
- safe disposal of waste materials
- identifying damage and faults in tools and facilities cleaned
- identifying hazards in the workplace

Organisational context:

- the tools and materials appropriate to the task
- how the task should be performed
- the required timing of the task

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Unit:	109	Contribute to the support of operations
Element:	109.1	Carry out general cleaning and labouring duties

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can carry out at least two of the following general cleaning and labouring duties:

- external/internal cleaning of facility buildings or other structures surface preparation and painting
- other cleaning/tidying-up activities

You must also show evidence that you can work to both the following forms of instructions:

- oral
- written

You must also show evidence that you can identify and report both of the following types of unsafe operating conditions:

- damage or faults in tools or equipment
- hazards in the operating area

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in respect of all the general cleaning or labouring duties listed above.

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Unit: 109 Contribute to the support of operations  
Element: 109.2 Store materials and components

---

### The National Standard

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you wear and use the appropriate personal protective equipment correctly
- b) you use appropriate methods of storing materials
- c) you keep the storage area clean and tidy and maintain ready access
- d) you ensure that materials and components are protected from damage
- e) you use storage methods appropriate to the materials and components, follow organisation requirements, and make best use of space available
- f) you complete paperwork accurately and legibly

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Storage:

- storage methods and the relation to nature of materials and components to be stored
- getting best use of space
- keeping ready access
- identifying materials and components subject to damage, and methods of protecting them

Storage conditions:

- effects of weather on materials and components
- those needing secure storage
- those needing storage under cover

Organisational context:

- paperwork related to storage
- issue and return procedures

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Unit: 109 Contribute to the support of operations  
Element: 109.2 Store materials and components

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can carry out storage, issuing and return procedures on both the following types of item:

- consumable items
- tools or other returnable items

You must also show evidence that you can choose for the items stored the most appropriate storage conditions from the following:

- open air
- under cover

You must also show evidence that you can implement the organisation policy correctly in both the following:

- location of storage
- security measures

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Unit:	110	Contribute to the receipt and despatch of wastes and materials
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Unit Detail:	110.1	Assist in the receipt of wastes and materials
	110.2	Assist in the despatch of wastes and recycled materials

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Unit Description:

Achievement of this unit demonstrates your competence in receiving and despatching wastes and other materials.

You must check deliveries against any documentation, direct the carrier to the appropriate location, and assist with offloading using necessary equipment.

The materials you handle are wastes likely to be suitable for recycling and also materials needed for the functioning of the facility. You must also assist in the despatch of waste and recycled materials by identifying and checking the wastes or materials for compliance with any documentation or information, and assisting in the despatch process itself.

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Unit:	110	Contribute to the receipt and despatch of wastes and materials
Element:	110.1	Assist in the receipt of wastes and materials

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you confirm that wastes and materials comply with any accompanying documentation or information, or you take appropriate action
- c) you direct the vehicle to the appropriate location for off-loading
- d) you make sure that off-loading equipment is made available and is free from defects, or you take appropriate action
- e) your own contribution to off-loading conforms to relevant regulations
- f) any necessary documentation is complete, accurate and up to date

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Loading/unloading equipment:

- equipment available and correct methods of use

Health and safety:

- nature and hazards of wastes and materials handled
- appropriate personal protective equipment and its correct use

Organisational context:

- identifying non-compliance in deliveries
- facility regulations
- any documentation procedures
- good housekeeping practices and standards required
- waste management licence requirements relating to reception of waste and materials
- safe working practice

---

Unit:	110	Contribute to the receipt and despatch of wastes and materials
Element:	110.1	Assist in the receipt of wastes and materials

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can effectively handle both the following types of waste and materials:

- waste for storage, processing, or recycling
- materials required by the activities of the facility

You must also show evidence that you can use correctly both of the following types of equipment:

- powered
- manual

You must also show evidence that you can identify both of the following types of defect in equipment:

- actual failure due to defect
- defect with potential for failure



Unit:	110	Contribute to the receipt and despatch of wastes and materials
Element:	110.2	Assist in the despatch of wastes and recycled materials

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you identify and put together the wastes or recyclable materials to be despatched
- c) you report immediately wastes or recyclable materials not matching their description
- d) any documentation for the consignment is complete and accurate
- e) your own contribution to despatch conforms to relevant regulations

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Materials for despatch:

- instructions for selecting wastes or recyclable materials to be despatched
- identifying non-compliance with description
- location of wastes or recyclable materials to be despatched

Health and safety:

- nature and hazards of wastes or recyclable materials
- personal protective equipment appropriate to the wastes or recyclable materials handled
- correct use of the personal protective equipment
- safe working practice

Organisational context:

- documentation and recording procedures
- waste management licence requirements related to despatch of wastes and recycled materials
- methods of communication

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Unit:	110	Contribute to the receipt and despatch of wastes and materials
Element:	110.2	Assist in the despatch of wastes and recycled materials

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can assist effectively in the despatch of all the following types of material:

- wastes
- products of waste processing
- recyclable materials

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Unit:	111	Contribute to the storage of wastes and operating materials within a waste facility
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Unit Detail:	111.1	Assist in the sorting and storage of wastes and operating materials
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	111.2	Contribute to the maintenance of storage conditions
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Unit Description:

Achievement of this unit demonstrates your competence in contributing to the storage of wastes and operating materials within a waste facility using the facility's equipment safely and correctly.

You must be able to check the availability of the necessary equipment and report defects. You must ensure that you follow instructions for sorting, storing and any required labelling of the wastes, recyclable materials, and facility operating materials, and do so in a safe and efficient manner leaving the storage area suitably clean and tidy. Finally you must complete any necessary documentation if required.

You must also contribute to the maintenance of storage conditions, maintaining safety and security in the storage area, and monitoring the condition of the storage facility.

---

Unit:	111	Contribute to the storage of wastes and operating materials within a waste facility
Element:	111.1	Assist in the sorting and storage of wastes and operating materials

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you keep the storage area adequately clean and tidy
- c) you check that required equipment is available
- d) you report any equipment defects immediately
- e) you sort, store, and label wastes and materials if required, as directed
- f) any necessary documentation is complete, accurate and up to date

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Storage:

- interpreting instructions for storing
- layout of the storage facilities area
- storage requirements of wastes and materials concerned
- good housekeeping practices and standards required
- labelling of wastes and materials when required

Health and safety:

- hazards of wastes and materials handled
- requirements for personal protective equipment and its correct use

Equipment:

- equipment available and correct methods of use
- identifying defects

Organisational context:

- operational procedures for sorting and storing
- any necessary documentation procedures

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Unit:	111	Contribute to the storage of wastes and operating materials within a waste facility
Element:	111.1	Assist in the sorting and storage of wastes and operating materials

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can deal effectively with all the following types of material:

- wastes to be stored for treatment or waiting for transport elsewhere
- recyclable materials
- materials required for the operation of the facility

You must also show evidence that you can use correctly, and identify defects in both of the following types of equipment:

- powered
- manual

---

Unit:	111	Contribute to the storage of wastes and operating materials within a waste facility
Element:	111.2	Contribute to the maintenance of storage conditions

---

### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you carry out procedures to maintain safety and security of the storage area as directed
- c) you report immediately any problems or undesirable changes in storage conditions

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Storage:

- storage facilities area layout
- characteristics of wastes and materials stored
- identifying problems and undesirable changes

Health and safety:

- required personal protective equipment
- safety and security procedures

Organisational context:

- any necessary documentation procedures
- waste management licence requirements relevant to storage

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Unit:	111	Contribute to the storage of wastes and operating materials within a waste facility
Element:	111.2	Contribute to the maintenance of storage conditions

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can identify and report at least two of the following examples of problems and undesirable changes in storage conditions:

- physical condition and security of storage facility
- hazards to people
- undesirable changes in the wastes or materials stored
- breakdown, damage, deterioration of equipment
- fire
- infestation
- nuisance

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all examples of problems and undesirable changes listed above

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Unit:	112	Process received clinical waste
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Unit Detail:	112.1	Handle clinical waste
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	112.2	Prepare reusable containers
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Unit Description:

Achievement of this unit demonstrates your competence in handling clinical waste safely and dealing with reusable clinical waste containers.

You must identify and check the waste, handle it safely, and deal with unacceptable waste appropriately.

You must deal correctly with accidents and spillages.

You must also clean, prepare for further use, and store re-usable containers, and dispose of any containers unsuitable for re-use.



---

Unit:	112	Process received clinical waste
Element:	112.1	Handle clinical waste

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you correctly identify the waste to be handled
- b) you understand any special instructions given or ask for explanation
- c) you wear and use appropriate personal protective equipment correctly
- d) you deal with unacceptable wastes in accordance with organisation procedures
- e) your methods of handling comply with organisation procedures
- f) you deal with accidents immediately in accordance with organisation procedures, and ask for medical assistance promptly
- g) you deal with clinical waste containers in accordance with organisation requirements

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Wastes:

- waste identification markings
- identifying the nature of the wastes
- recognising and dealing with unacceptable waste

Health and safety:

- identifying and using personal protective equipment correctly
- using safe manual handling techniques
- dealing with accidents and carrying out accident or incident procedures
- hazards of waste residues and sharps

Organisation context:

- any necessary documentation procedures
- safe working practice
- procedure for dealing with containers
- waste management licence requirements related to handling waste

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Unit:	112	Process received clinical waste
Element:	112.1	Handle clinical waste

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can handle all of the following types of clinical waste:

- medical
- sharps
- personal hygiene

You must also show evidence that you can deal effectively with at least two of the following accidents:

- spillage of waste
- personal injury
- contamination of people
- contamination of the environment

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all the types of accident listed above.

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Unit:	112	Process received clinical waste
Element:	112.2	Prepare reusable containers

---

### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you reject containers not suitable for reuse, in accordance with organisation procedures
- c) you carry out the cleaning procedures fully and correctly and dispose of used cleaning fluids in accordance with organisation procedures
- d) you ensure that the cleaned containers meet the organisation specification
- e) you maintain the equipment and working area to the standards of cleanliness required by the organisation
- f) you make sure that recharging, or other preparatory treatment of containers complies with organisation and customer requirements
- g) you store reusable containers in accordance with organisation requirements

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Health and safety:

- hazards of waste residues and sharps
- selection and correct use of personal protective equipment

Organisational context:

- assessing quality of containers for reuse
- using the appropriate cleaning process
- operating cleaning equipment
- carrying out manual cleaning
- specification for cleanliness of containers
- requirements for cleanliness of working area
- recharging or other preparatory treatment procedures
- storage procedures

---

Unit:	112	Process received clinical waste
Element:	112.2	Prepare reusable containers

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can carry out both of the following types of cleaning of containers:

- manual
- mechanical

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Unit:	113	Contribute to the general upkeep and protection of the facility
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Unit Detail:	113.1	Carry out routine facility upkeep
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	113.2	Control nuisances
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Unit Description:

Achievement of this unit demonstrates your competence in helping to maintain the standards of operation of the facility.

You must ensure that all tasks carried out meet the stated requirements and the methods used comply with instructions. You must take care that the correct personal protective equipment for each task is selected and used correctly and that your activities do not harm people or the environment.

The term routine facility upkeep covers activities which do not require special skills and engineering knowledge to be carried out safely. The nuisances could be pests, weeds, odours, dust, litter, birds, etc.

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Unit:	113	Contribute to the general upkeep and operation of the facility
Element:	113.1	Carry out routine facility upkeep

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you understand instructions or ask for further explanation
- b) you wear and use appropriate personal protective equipment correctly
- c) you confirm that parts/materials and tools are appropriate to the task and free from damage
- d) the methods you use to complete the task comply with operating instructions
- e) you dispose of waste materials safely in accordance with instructions
- f) you clean tools and unused parts/materials and return them to storage promptly
- g) you report any unsafe working conditions immediately

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Work:

- use of parts and materials in routine facility upkeep
- use of hand tools

Health and safety:

- safe disposal of waste
- identifying damage and faults in parts, materials and tools
- identifying hazards and significant risks in the workplace
- personal protective equipment appropriate for tasks
- application of the COSHH regulations to routine facility upkeep

Organisation context:

- methods for carrying out tasks
- methods for disposing of waste materials

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Unit:	113	Contribute to the general upkeep and operation of the facility
Element:	113.1	Carry out routine facility upkeep

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can carry out at least two activities from the following types of work:

- construction and repair of facilities and boundaries
- assisting simple engineering work
- general upkeep (excluding activities requiring specialist skills and knowledge)

You must also show evidence that you can work from both the following types of instruction:

- written
- oral

You must also show evidence that in carrying out your operating instructions you use, and meet, all the following:

- safe methods of work
- written permits to work where required
- methods avoiding harm to the environment

You must also show evidence that the unsafe working conditions that you report cover all the following:

- damage and faults in components and tools
- hazards and risks in the working area

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all types of work listed above.

---

Unit:	113	Contribute to the general upkeep and operation of the facility
Element:	113.2	Control nuisances

---

### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you understand instructions or ask for further clarification
- b) you wear and use appropriate personal protective equipment correctly
- c) you confirm that control materials and equipment are appropriate to the task and free from damage
- d) you give clear warnings to people likely to be affected by the task
- e) you use control materials in accordance with the manufacturers' instructions and legislation
- f) you return unused materials to store or dispose of them safely
- g) you clean the equipment used correctly and return it to storage promptly
- h) you report unsafe working conditions immediately

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Health and safety:

- safe use of nuisance control materials
- safe disposal of waste
- identifying damage and faults in equipment
- identifying hazards and significant risks in the workplace
- hazards of control materials
- personal protective equipment necessary
- application of the COSHH regulations to nuisance control materials

Organisation context:

- cleaning application equipment
- sources of control materials and equipment



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Unit:	113	Contribute to the general upkeep and operation of the facility
Element:	113.2	Control nuisances

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can deal effectively with at least two of the following nuisances:

- pests
- weeds
- odours
- dust
- litter
- birds

You must also show evidence that you can identify both the following types of unsafe working conditions:

- damage and faults in equipment
- hazards and significant risks in the working area

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all the nuisances listed above.

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Unit:	114	Clean and maintain sundry small plant and equipment
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Unit Detail:	114.1	Maintain sundry small plant and equipment
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	114.2	Clean and adjust sundry small plant and equipment
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Unit Description:

Achievement of this unit demonstrates your competence in cleaning and maintaining sundry small plant and equipment on the facility.

You must ensure that you use the correct personal protective equipment and select the correct materials. You must take appropriate action if the plant or equipment is unserviceable. The methods you use must comply with instructions. You must make any adjustments in accordance with instructions, and dispose of the cleaning fluids and residues safely.

You must also keep proper maintenance records.

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Unit:	114	Clean and maintain sundry small plant and equipment
Element:	114.1	Maintain sundry small plant and equipment

---

### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you use methods and materials according to instructions
- c) you ensure the equipment you use in topping up is clean and appropriate to the purpose
- d) you report faulty plant and equipment promptly
- e) you keep the work area clean and tidy
- f) you report hazards in the working area promptly
- g) your records of work carried out are complete and accurate

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Use of fuel, fluids and lubricants:

- topping up of various types of fuel, fluid and lubricants to plant and equipment
- sources of maintenance information for plant and equipment
- sources of fluids to be used and topping up equipment
- required standards of cleanliness

Health and Safety:

- personal protective equipment appropriate to the tasks
- COSHH implications for materials used

Organisational context:

- identification of plant and equipment potentially unsuitable for use
- process for dealing with unserviceable equipment

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Unit:	114	Clean and maintain sundry small plant and equipment
Element:	114.1	Maintain sundry small plant and equipment

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can deal effectively with at least two of the following items of plant/equipment:

- pumps
- generators
- light plant
- tools

You must also show evidence that you can use both of the following types of instructions:

- manufacturer's
- organisation's

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all items of plant/equipment listed above.

---

Unit: 114 Clean and maintain sundry small plant and equipment

Element: 114.2 Clean and adjust sundry small plant and equipment

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) the cleaning area is appropriate to the task and the methods to be used
- b) you wear and use appropriate personal protective equipment correctly
- c) you use cleaning materials in accordance with instructions
- d) you dispose of waste safely
- e) you carry out any adjustments in accordance with instructions
- f) you report faulty plant and equipment promptly
- g) you return cleaned plant and equipment to storage or to the working area promptly

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Cleaning:

- selection of appropriate cleaning materials and methods for the soil encountered
- sources of cleaning information for plant and equipment
- sources of cleaning materials
- use of cleaning materials
- standards of cleanliness for plant and equipment

Adjustments:

- adjustment required for specific equipment

Health and safety:

- personal protective equipment appropriate to the tasks
- safe disposal of various types of waste
- COSHH implications of cleaning materials

Organisational context:

- methods for cleaning and adjusting

---

Unit:	114	Clean and maintain sundry small plant and equipment
Element:	114.2	Clean and adjust sundry small plant and equipment

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can deal effectively with at least two of the following items of plant/equipment:

- pumps
- generators
- light plant
- tools

You must also show evidence that you can use both of the following types of instructions:

- manufacturer's
- organisation's

You must also show evidence that you can dispose of both the following types of waste safely:

- used cleaning fluids
- solid waste removed manually

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all items of plant/equipment listed above.

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Unit:	115	Assist in running waste treatment operations
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Unit Detail:	115.1	Contribute to the preparation of equipment and materials for waste treatment
	115.2	Help monitor and control waste treatment operations
	115.3	Help to complete and shut down waste treatment operations

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Unit Description:

Achievement of this unit demonstrates your competence in assisting in running a waste treatment process.

You must help check that the materials and waste to be treated match any necessary documentation, check the process equipment, and report any problems.

You must help start up the process, monitor it, and help take appropriate action to rectify out of specification operation. You must also deal with spillages promptly.

You must help to complete and shut down the treatment process and deal with its outcomes.

In all of this you must also select and use the appropriate personal protective equipment for the hazards involved.

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Unit:	115	Assist in running waste treatment operations
Element:	115.1	Contribute to the preparation of equipment and materials for waste treatment

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you confirm that waste and treatment materials agree with any required documentation and are to hand
- c) you clean and prepare the work area and treatment equipment for operation
- d) you report any problems likely to delay or have adverse effects on treatment
- e) you inform team members when treatment is ready for start up
- f) you follow start up procedures as instructed

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Wastes and treatment materials:

- hazards of wastes and treatment materials
- precautions to be used in handling wastes and treatment materials
- how to confirm agreement between any required documentation and wastes and materials

Equipment:

- procedures for checking and making ready process equipment
- outline of the process and function of the equipment used

Health and safety:

- nature and hazards of wastes and treatment materials
- personal protective equipment appropriate to the hazards
- correct use of personal protective equipment
- how to use the process equipment safely
- emergency equipment associated with the process and how to use it
- safe working practice

Organisational context:

- procedures for handling wastes and treatment materials
- interpretation of process documentation
- nature and identification of situations which might delay processing
- good housekeeping practices and standards required
- start up procedures
- documentation if appropriate, and record keeping



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Unit:	115	Assist in running waste treatment operations
Element:	115.1	Contribute to the preparation of equipment and materials for waste treatment

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can prepare equipment and materials for at least one of the following types of process:

- batch waste treatment processes
- continuous waste treatment processes

You must also show evidence that you can deal with both the following types of situation:

- disagreement between waste and materials and any required documentation
- faults in processing equipment

---

Unit:	115	Assist in running waste treatment operations
Element:	115.2	Help monitor and control waste treatment operations

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you follow treatment instructions correctly
- c) you monitor treatment process according to instructions
- d) you follow instructions to correct treatment process operation if it goes out of specification
- e) you deal with spillages promptly

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Treatment process:

- outline of the process
- methods of monitoring the process
- symptoms of out of specification processing
- people to inform

Health and safety:

- nature and hazards of wastes and treatment materials
- personal protective equipment appropriate to the raw wastes, treatment materials, and process used
- correct use of the personal protective equipment
- safe working practice
- procedures for dealing with spillages

Organisational context:

- process operating instructions
- monitoring procedures
- good housekeeping practices and standards required
- record keeping

---

Unit:	115	Assist in running waste treatment operations
Element:	115.2	Help monitor and control waste treatment operations

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can help monitor and control at least one of the following types of process:

- batch waste treatment processes
- continuous waste treatment processes

You must also show evidence that you can carry out instructions to correct processing when out of specification for at least one of the following types of process:

- batch waste treatment processes
- continuous waste treatment processes

You must also show evidence that you can deal with spillage of at least two of the following:

- raw waste
- treated waste
- treatment materials

---

Unit:	115	Assist in running waste treatment operations
Element:	115.3	Help to complete and shut down waste treatment operations

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you shut down services according to instructions
- c) you identify treated waste that is out of specification
- d) you deal with the outcomes of the treatment process according to instructions

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Treatment process:

- identification of out of specification treated waste
- procedures for dealing with treated waste, out of specification waste, any other products of the treatment process, and residual treatment materials from the work area

Health and safety:

- nature and hazards of raw wastes, out of specification wastes, any other products of treatment, and treatment materials
- personal protective equipment appropriate to the raw wastes, treatment materials, any other products of the treatment process, and the process itself
- correct use of the personal protective equipment
- safe working practice

Organisational context:

- process shut down procedures
- good housekeeping practices and standards required
- any required record keeping

---

Unit:	115	Assist in running waste treatment operations
Element:	115.3	Help to complete and shut down waste treatment operations

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can shut down at least one of the following types of process:

- batch treatment processes
- continuous treatment processes

You must also show evidence that you can deal with at least three of the following outcomes from the treatment process:

- treated waste
- out of specification treated waste
- any other products of the treatment process
- residual treatment materials from the work area

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Unit:	116	Contribute to maintaining condition of treatment equipment
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Unit Detail:	116.1	Help clean, maintain, and adjust equipment
	116.2	Contribute to checking the performance of equipment

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Unit Description:

Achievement of this unit demonstrates competence in helping maintain the condition of treatment equipment.

You must carry out your part in cleaning, maintaining, and adjusting treatment equipment or components safely and correctly. You must work to laid down standards of cleanliness and report any faults observed. You must also provide assistance in maintenance operations.

You must help carry out the necessary adjustments safely and correctly and keep records.

You must also help in checking the performance of treatment equipment safely, and the identification of faults.

---

Unit:	116	Contribute to maintaining condition of treatment equipment
Element:	116.1	Help clean, maintain, and adjust equipment

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you confirm that necessary isolation has been carried out and permits completed and authorised
- c) you clean the work area and equipment as instructed using specified materials, equipment, and procedures
- d) you help with maintenance as instructed
- e) you adjust treatment and associated equipment according to operating requirements as instructed
- f) you report damaged or faulty equipment for further action

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Equipment:

- services and relevant isolation procedures
- ensuring safe access to the work needed
- how to dismantle items prior to cleaning and maintenance, and reassemble them
- how to follow instructions in carrying out adjustments
- cleaning and maintenance tools and equipment and how to use them

Health and safety:

- use of permit procedures
- selection and use of appropriate personal protective equipment
- precautions necessary in cleaning and maintenance activities
- environmentally safe disposal of cleaning fluids, residues, and other materials
- hazards of the cleaning and maintenance processes

Organisational context:

- cleaning standards required
- adjustment standards required
- records of cleaning and maintenance

Communications:

- understanding instructions and asking for further information when necessary

Legislation:

the implications of relevant legislation on cleaning and maintenance activities

---

Unit:	116	Contribute to maintaining condition of treatment equipment
Element:	116.1	Help clean, maintain, and adjust equipment

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you understand all the following before commencement of activities:

- cleaning, dismantling and re-assembly, and maintenance instructions
- relevant permit systems
- cleaning materials and equipment and related hazards
- use of appropriate personal protective equipment
- methods of disposal of cleaning fluids, residues and other materials

You must also show evidence that you can follow instructions to correctly clean and maintain at least one of the following classes of equipment:

- batch treatment process equipment
- continuous treatment process equipment

you must also show evidence that you have followed instructions correctly in cleaning and maintaining equipment and components under both the following conditions:

- operational conditions
- non-operational conditions



Unit:	116	Contribute to maintaining condition of treatment equipment
Element:	116.2	Contribute to checking the performance of equipment

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that

- a) you wear and use appropriate personal protective equipment correctly
- b) you help check the operation of equipment
- c) you help identify any failure to reach expected performance
- d) you report failure to reach expected performance and help identify the possible cause

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Checking:

- how to carry out instructions in checking performance of equipment
- how to help identify causes of poor performance

Organisation context:

- any required records of checking carried out
- any required records of faults identified

Health and safety:

- hazards of the checking process and the equipment checked
- ways to minimise the hazards
- selection and use of personal protective equipment during checking
- safety signage during checking if appropriate

Communications:

- understanding instructions and asking for further information when necessary

Legislation:

- the implications of relevant legislation on checking operation of equipment

---

Unit:	116	Contribute to maintaining condition of treatment equipment
Element:	116.2	Contribute to checking the performance of equipment

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can help check the performance of treatment equipment under the following conditions:

- under normal operating conditions
- under non-operating conditions

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Unit:	201	Promote and maintain quality of the organisation's work
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Unit Detail:	201.1	Promote and maintain a positive public image
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	201.2	Carry out own work role
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Unit Description:

This unit deals with the overall quality of the service provided.

Achievement of this unit demonstrates your competence in promoting and maintaining a positive public image and organising the work role. The unit will apply if you are working on your own or leading a team.

You must also show that you can organise your own work effectively and efficiently.

Evidence for this unit is likely to be generated at the same time as evidence for other units in the qualification.

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Unit:	201	Promote and maintain quality of the organisation's work
Element:	201.1	Promote and maintain a positive public image

---

### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you ensure that opportunities to improve services are promptly reported
- b) you ensure that comments on services provided are politely acknowledged and promptly reported
- c) you ensure that work schedules are fulfilled correctly
- d) you ensure that behaviour, appearance, and clothing meet employment requirements
- e) your contact with people outside the organisation encourages their confidence and co-operation
- f) the information you give to people outside the organisation is authorised, up to date and accurate.

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Organisational context:

- detail of work schedules and working procedures
- organisation standards of behaviour and appearance, and why they are important
- what information you are permitted to pass to others
- organisation's services

Dealing with people:

- methods of communication
- how to receive comment politely
- how to encourage confidence and co-operation

Improvements in service:

- how to identify and report potential for improvement

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Unit:	201	Promote and maintain quality of the organisation's work
Element:	201.1	Promote and maintain a positive public image

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you would be able to identify and report at least one of the following types of service improvement:

- quality of service
- the way services are provided

You must also show evidence that all the following aspects of work schedules are correct:

- procedures
- quality of work
- reliability of work
- timing of the work

You must also show evidence that behaviour meets employment requirements in both the following:

- timekeeping
- attitude

You must also show evidence that appearance meets employment requirements in all the following:

- general appearance
- clothing
- personal protective equipment

You must also show evidence that you provide information on both the following topics:

- services provided by the organisation
- who to refer to in the organisation for further information

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in identifying and reporting both types of service improvement listed above.

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Unit:	201	Promote and maintain quality of the organisation's work
Element:	201.2	Carry out own work role

---

### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you carry out work routines safely, in an appropriate order, and according to organisational requirements
- b) you report problems arising as a result of operational conditions and ask for advice
- c) you pass on information required by the organisation accurately and promptly.

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Methods of work:

- working safely and its importance
- dealing with problems arising from operational conditions

Organisational context:

- information about services available
- work schedules and procedures
- communication channels
- information required by the organisation and how to provide it

---

Unit:	201	Promote and maintain quality of the organisation's work
Element:	201.2	Carry out own work role

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can carry out at least three of the following aspects of work routines safely, in an appropriate order and as required by the organisation:

- start-up
- daily schedules
- end of day
- other required work procedures

You must also show evidence that you can deal with at least four of the following problems arising as a result of operational conditions:

- mechanical problems
- staffing shortages
- necessary changes to schedule of work
- availability of resources
- abnormal conditions
- potential or actual damage to the environment

You must also show evidence that you report problems to at least two of the following types of people:

- people outside the organisation
- colleagues
- line managers

You must also show evidence that you can provide all the following types of information required by the organisation:

- personnel matters
- work matters
- health and safety
- passing messages

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in dealing with all types of problem listed above.

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Unit:	202	Develop and maintain effective working relationships
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Unit Detail:	202.1	Develop and maintain effective internal working relationships
	202.2	Develop and maintain effective external working relationships
	202.3	Familiarise new staff with the workplace

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Unit Description:

This unit deals with relationships.

Achievement of this unit demonstrates your competence in developing and maintaining effective working relationships with people inside and outside the organisation. (References to external contacts may be interpreted as people outside your own department as well as outside the organisation).

The ability to communicate effectively is an essential feature of this unit. It also includes the competence of helping introduce new people to a job.

Evidence for this unit is likely to be generated at the same time as evidence for other units in the qualification.



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Unit:	202	Develop and maintain effective working relationships
Element:	202.1	Develop and maintain effective internal working relationships

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### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you carry out reasonable requests from colleagues promptly and willingly
- b) you request help from others politely
- c) you pass relevant information to members of staff promptly and accurately
- d) you deal with differences of opinion to minimise offence and maintain respect
- e) your commitments to others are realistic and are honoured promptly.

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Giving and receiving help:

- providing help and information tactfully
- knowing when, and how, to ask for help

Interpersonal relations:

- how to deal with differences of opinion
- methods of communication

Organisational context:

- limits of your own authority
- what information or help you are permitted to give to other staff.

---

Unit:	202	Develop and maintain effective working relationships
Element:	202.1	Develop and maintain effective internal working relationships

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can handle relations successfully with both the following types of staff:

- line managers
- colleagues

You must also show evidence that you can deal with differences of opinion in both the following categories:

- work related
- personal

---

Unit:	202	Develop and maintain effective working relationships
Element:	202.2	Develop and maintain effective external working relationships

---

### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

- a) your contacts with people outside the organisation or department are polite and helpful
- b) you provide authorised information promptly and accurately
- c) you refer requests for action beyond your authority promptly
- d) your commitments to people outside the organisation are realistic and are fulfilled promptly.

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Interpersonal relations:

- being polite and helpful

Organisational context:

- limits of your own authority
- information you are permitted to pass on
- the person to whom complaints and requests should be passed.

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Unit:	202	Develop and maintain effective working relationships
Element:	202.2	Develop and maintain effective external working relationships

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can handle both the following types of contact successfully:

- formal
- informal

You must also show evidence that you can refer both the following types of situation to the correct people:

- formal complaints
- requests for changes in services provided

You must also show evidence that you can provide at least one of the following types of authorised information:

- general information about the organisation
- information about the organisation's products or services

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in all types of location and situation affecting collection listed above.

---

Unit: 202 Develop and maintain effective working relationships

Element: 202.3 Familiarise new staff with the workplace

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### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you show work areas and facilities to new staff in a helpful and welcoming manner
- b) you explain basic work procedures accurately and in sufficient detail to encourage understanding
- c) you explain reporting procedures and identify relevant people
- d) you encourage new staff to ask questions to check that they understand
- e) you give help and advice willingly to new staff in carrying out their work activities.

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Communication:

- how to communicate effectively
- how to check understanding
- how to explain procedures
- how to give advice tactfully

Organisational context:

- details of work area and facilities
- operational procedures
- limits of your own authority and the authority of the new staff member.

---

Unit:	202	Develop and maintain effective working relationships
Element:	202.3	Familiarise new staff with the workplace

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can help both the following categories of new staff:

- new recruits
- staff transferred from other parts of your organisation

You must also show evidence that you explain all the following parts of basic work procedures to new staff:

- what has to be done
- when it has to be done
- where it has to be done
- how and why it has to be done

You must also show evidence that you explain at least two of the following types of procedure:

- emergency procedures
- first aid procedures
- reporting procedures

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in explaining all the types of procedure listed above.

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Unit:	203	Maintain information systems to support work
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Unit Detail:	203.1	Provide and respond to information
	203.2	Record and store information

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Unit Description:

This unit is about the handling of information relevant to your work.

Achievement of this unit demonstrates your competence in providing information within the organisation that is up to date and relevant. It also covers your ability to make effective use of information supplied to you by others.

Information that you need to record and store must be legible and kept in good condition for use.

Evidence for this unit is likely to be generated at the same time as evidence for other units in the qualification.

---

Unit:	203	Maintain information systems to support work
Element:	203.1	Provide and respond to information

---

### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) the information you provide to others in the organisation is current, relevant and accurate
- b) you provide the information promptly
- c) the information you provide is clear and concise, given in the form requested and at the correct time and place
- d) your responses to information provided by others are prompt and constructive.

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Information:

- how to communicate information clearly and effectively
- how to use information constructively

Organisational context:

- methods of communicating information
- who information may be given to
- the types of information that should be transmitted and to whom.



---

Unit:	203	Maintain information systems to support work
Element:	203.1	Provide and respond to information

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can provide and receive information in both the following ways:

- formally
- informally

You must also show evidence that you can provide information to, and deal with information from both the following types of person:

- line managers
- colleagues

You must also show evidence that you deal with information concerning all of the following topics:

- personnel matters
- work
- health and safety

---

Unit:	203	Maintain information systems to support work
Element:	203.2	Record and store information

---

### **The National Standard**

This section provides criteria which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) the information that you record is up to date, accurate, and legible
- b) you maintain records under your control in good condition and store them correctly
- c) you make confidential information available only to authorised people.

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Information:

- preparing information for recording and storage
- writing legibly
- recognising out of date information
- maintaining the information in good condition during storage

Organisational context:

- what information is confidential and why
- recording and storing requirements and procedures
- who information may be given to.

---

Unit:	203	Maintain information systems to support work
Element:	203.2	Record and store information

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can record and store information relating to all the following topics:

- personnel matters
- work
- health and safety.

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Unit:                    204                    Control the removal of waste

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Unit Detail:            204.1    Control the acceptance and collection of waste

                              204.2    Control operation of equipment

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Unit Description:

Achievement of this unit demonstrates your competence in controlling the collection of waste, ensuring that the use of the vehicle's equipment is safe and correct, and that the collection sites and loading areas are left in an acceptably clean and tidy state.

This unit is suitable for the waste collection team leader controlling the work of a team and for the skip driver working alone or with a mate.

---

Unit:	204	Control the removal of waste
Element:	204.1	Control the acceptance and collection of waste

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you ensure that waste for collection is correctly identified, and accepted in accordance with requirements
- b) you report circumstances affecting collection promptly
- c) you check that access to the waste is safe or take appropriate action
- d) you ensure that work consistently meets with requirements
- e) you give information and instructions clearly and check understanding
- f) you ensure that the collection site is clean and safe after collection as required, and report any damage promptly
- g) you ensure that documentation is completed as required
- h) you take corrective action promptly where standards are not met

#### Knowledge and Understanding:

Customer care:

- why it is important to look after the customer, and how to do it

Waste:

- how to identify types of waste
- how to assess the strength and suitability of containers
- classification of waste
- types of container and handling required

Organisation context:

- your own areas of responsibility
- special collection schemes
- acceptable reasons for non-collection
- organisation policies and why it is important to work to them
- what the contract requires you to do
- what could happen if you don't do what the contract requires
- route plans, work schedules and the importance of carrying them out correctly

Health and safety:

- how to identify possible hazards, difficulties
- what to do to avoid them
- lifting and handling techniques

Legislation:

- how to avoid breaking the law while collecting waste

---

Unit:	204	Control the removal of waste
Element:	204.1	Control the acceptance and collection of waste

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can collect from at least two of the following types of location:

- private property
- commercial and other premises
- public footpath/roadway
- other public area

You must also show evidence that you can deal successfully with at least four of the following situations which might affect collection:

- dangerous site/access
- toxic materials
- risk of injury/infection
- traffic/routing problems
- split bags
- unsuitable/damaged containers
- nature of waste
- need for special collection

You must also show evidence that you can use both of the following types of paperwork:

- formal
- informal

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in all types of location and situation affecting collection listed above.

---

Unit: 204 Control the removal of waste

Element: 204.2 Control operation of equipment

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### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you ensure the use of machinery, equipment, and materials follows requirements
- b) you identify faults and defects, take appropriate action, and when necessary inform others
- c) you ensure operation of equipment minimises the chance of damage or injury
- d) you give information and instructions clearly and check understanding
- e) you ensure the loading area is clean and safe after collection, and meets requirements
- f) you take prompt corrective action where work doesn't meet standards

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Operation of equipment:

- operating procedures
- how to identify faults and decide on appropriate action

Health and safety:

- safe manual handling techniques
- hazards and risks of the mechanisms and how to reduce the risk when in use

Organisation context:

- working procedures
- emergency procedures

---

Unit:	204	Control the removal of waste
Element:	204.2	Control operation of equipment

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can use and identify faults in at least two of the following items of equipment:

- lifting
- compaction
- suction

You must also show evidence that you can provide both of the following types of instruction or information:

- oral
- written

You must also show evidence that you can ensure that at least two of the following loading areas are left clean and safe:

- roadways
- public areas
- other working areas

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in all types of location and situation affecting collection listed above.



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Unit:	205	Control the safety of vehicle movements on waste management facilities
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Unit Detail:	205.1	Control vehicle movements
	205.2	Maintain compliance with legislation and other requirements

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**Unit Description:**

Achievement of this unit demonstrates your competence in controlling vehicle movements by direction and also by monitoring the compliance with regulations.

You must be able to inspect, direct, and assist the positioning of vehicles, and deal with any circumstances that arise which interfere with operations. You must also monitor the vehicle crews for safe working practice and compliance with legislation and other requirements. You will report breaches to the appropriate person.

This unit is suitable for operatives carrying out this activity on all types of waste management facility including waste collection.

---

Unit:	205	Control the safety of vehicle movements on waste management facilities
Element:	205.1	Control vehicle movements

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you ensure that you and the vehicle driver/crew wear and use correctly the appropriate personal protective equipment
- b) you check that vehicles are suitable for the loading/unloading conditions or take appropriate action promptly
- c) you direct and assist the vehicle driver/crew to the appropriate loading or unloading area
- d) your directions encourage efficient and safe vehicle movement
- e) you report incidents interfering with operations promptly

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Vehicles and loads:

- how to recognise vehicle problems and non-compliance of wastes
- how to recognise and deal with hazardous substances
- how to recognise access problems

Direction and positioning:

- how to communicate effectively
- signals to driver for assisting positioning

Loading/unloading operations:

- how to recognise and respond to incidents interfering with operations

Regulations:

- what the law requires in vehicle loading and unloading operations
- organisation procedures for operation of vehicles
- code of practice/methods for assisting vehicles in reversing and getting into position

---

Unit:	205	Control the safety of vehicle movements on waste management facilities
Element:	205.1	Control vehicle movements

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can ensure that you and vehicle drivers/crews wear at least three of the following items of personal protective equipment appropriate to the conditions:

- safety helmet
- fluorescent tabard or jacket
- safety boots
- other appropriate equipment

You must also show evidence for directing and assisting at least one of the following types of vehicle:

- refuse collection vehicles
- bulk waste delivery / collection vehicles
- other vehicles

You must also show evidence that you can deal successfully with at least three of the following types of incident affecting operations:

- weather
- congestion
- blocked access
- traffic
- mechanical breakdown
- non-complying wastes
- accident

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently with all types of incident listed above.

---

Unit:	205	Control the safety of vehicle movements on waste management facilities
Element:	205.2	Maintain compliance with legislation and other requirements

---

### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you ensure that drivers/crews comply with safe working practice
- b) you ensure that vehicles and crews comply with relevant regulations
- c) you recognise non-compliance and report it to the appropriate person promptly
- d) you inform vehicle drivers of any apparent breach of road transport law

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Health and safety:

- the importance of using the appropriate personal protective equipment
- personal protective equipment requirements of the activities

Organisational context:

- operating procedures for the location
- person to whom non-compliance should be reported

Regulations:

- what the law requires in relation to road transport
- facility operator's required procedures
- consideration for other road users when manoeuvring on public roads

Communications:

- methods for communicating tactfully with drivers and crews

---

Unit:	205	Control the safety of vehicle movements on waste management facilities
Element:	205.2	Maintain compliance with legislation and other requirements

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can ensure drivers and crews comply with at least two of the following requirements:

- the laws relating to health and safety and road transport
- organisation requirements
- requirements for operations on client locations
- consideration for other road users when manoeuvring on public roads

You must also show evidence that you can advise drivers of at least one of the following potential breaches of road transport law:

- insecure load or bodywork
- residues likely to contaminate public highways
- unsecured auxiliary equipment

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Unit:	206	Contribute to the maintenance of security in the working environment
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Unit Detail:	206.1	Maintain security of premises
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	206.2	Maintain security of equipment and materials
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**Unit Description:**

Achievement of this unit demonstrates your competence in contributing to the maintenance of security of the workplace, facility, or client premises, and the equipment and materials used there.

You must show that you follow the required entering and leaving procedures and that you can identify possible breaches of security. You must also demonstrate that equipment and resources are securely stored or immobilised when not in use, and that consumables are accounted for.

This unit will be suitable for operatives in all types of waste management facility including the non-driving waste collection team leader.

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Unit: 206 Contribute to the maintenance of security in the working environment

Element: 206.1 Maintain security of premises

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### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you ensure that correct entering and leaving procedures are followed
- b) you ensure that suspicious occurrences are reported promptly
- c) you identify actual and potential breaches of security and report them promptly
- d) you ensure that confidentiality of information is maintained

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Suspicious occurrences:

- how to recognise suspicious occurrences
- who to inform

Breaches of security:

- how to recognise breaches of security
- who to inform

Organisational context:

- entering and leaving procedures for facility
- entering and leaving procedures for client properties

Confidentiality of information:

- what information about the organisation is confidential
- why information about clients and visitors should be kept confidential

---

Unit:	206	Contribute to the maintenance of security in the working environment
Element:	206.1	Maintain security of premises

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can apply entering and leaving procedures to at least one of the following types of location:

- facility premises
- client premises

You must also show evidence for including in entering and leaving procedures at least two of the following activities:

- general visual check of premises for anything unusual
- turning off lights/power
- securing premises

You must also show evidence for identifying all of the following suspicious occurrences:

- unknown people
- damage to premises/contents
- abnormal situations

You must also show evidence for identifying and acting on at least two of the following breaches of security:

- locks/catches not operating
- lights not working
- damage to facility/client perimeter buildings

You must also show evidence for reporting to all of the following people:

- line manager
- colleagues
- client/owner of property

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in all activities in entering and leaving, and all breaches of security listed above.

Unit: 206  
Contribute to the maintenance of security in the working environment



**The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

**Performance Criteria:**

You must demonstrate that:

- a) you ensure that equipment and materials used for work are safely and securely stored
- b) you ensure that equipment not stored in a secure place is immobilised
- c) your records of consumable resource use are up to date and you report excesses or shortages promptly

**Knowledge and Understanding:**

You must demonstrate that you know and understand:

Security:

- immobilising vehicles
- immobilising machinery/equipment
- other methods of securing equipment and materials

Organisational context:

- procedures for obtaining equipment and materials
- formal recording of use of equipment and materials
- location and security of keys of vehicles and plant
- procedure for reporting excesses and shortages

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Unit:	206	Contribute to the maintenance of security in the working environment
Element:	206.2	Maintain security of equipment and materials

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can immobilise resources by at least one of the following procedures:

- locking, and removal of keys of vehicles
- secure enclosure of equipment/materials
- chaining of equipment

You must also show evidence that you keep records in either of the following forms:

- written
- mental

You must also show that you report excesses or shortages to at least one of the following types of person:

- colleagues
- supervisor/line manager

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in all immobilising procedures listed above.

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Unit:	207	Transport wastes and materials
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Unit Detail:	207.1	Operate and control a laden vehicle
	207.2	Monitor and review activities

---

Unit Description:

You must hold a valid licence appropriate to the vehicle(s) upon which assessment of this Unit takes place, and you must produce evidence of this at the time of assessment. The particular type(s) of vehicle(s) used will be recorded on the Awarding Body's certificate in accordance with the vehicle licence categories.

Achievement of this unit demonstrates your competence in operating and controlling a laden vehicle. Your ability to monitor and review the vehicle's performance and the operating schedule is important, as is the observance of the relevant regulations.

This unit is suitable for operatives carrying out this activity on all waste management facilities.

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Unit: 207 Transport wastes and materials

Element: 207.1 Operate and control a laden vehicle

---

### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you ensure the operational suitability of the vehicle and specialist equipment prior to movement
- b) you carry out daily routine checks, sign for them and report any discrepancies promptly
- c) you ensure that the load is stable before moving off
- d) your driving and manoeuvring is safe, and effective
- e) your driving manner minimises wear and tear and risk of accidental damage
- f) you constantly show an awareness of, and consideration for others
- g) you identify actual and potential risks, take appropriate action to reduce the risk, and report the situation promptly
- h) you observe and adhere to all relevant regulations

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Control of vehicle:

- establishing load stability
- manoeuvring safely, and effectively
- minimising wear and tear and risk of accidents
- showing consideration for others
- identifying and reducing other risks

The vehicle:

- vehicle controls and equipment and their function
- vehicle handling and other characteristics

Legislation:

- interpretation of relevant legislation to the circumstances, Highway Code
- environmental impact of vehicle and its load

---

Unit: 207 Transport wastes and materials  
Element: 207.1 Operate and control a laden vehicle

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can carry out safely all manoeuvres in forward and reverse gear with the vehicle laden and unladen.

You must also show evidence that you show consideration for all others as follows:

- other road users
- the general public
- clients/customers/recipients

You must also show evidence that you can identify and remedy actual and potential risks in all the following classes:

- human
- environmental
- structural

You must also show that you can adhere to all the following regulations:

- relevant legislation
- organisation procedures and regulations

---

Unit:	207	Transport wastes and materials
Element:	207.2	Monitor and review activities

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you check for variation in vehicle performance and load condition continuously
- b) you investigate variation, remedy it within limits of your authority, record it, and report it
- c) you follow established procedures in the event of accident, breakdown, or other problems arising
- d) you identify actual and potential significant deviations from operating schedule
- e) you take decisions to amend the agreed route within your responsibility and report to the relevant person promptly
- f) you act to restore operating schedules within the limits of your authority and report to the relevant person promptly

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Vehicle performance:

- methods of checking vehicle performance
- how to identify variances, remedy them and record them
- vehicle performance characteristics
- load characteristics and effects on vehicle performance
- limits placed on how you can drive

Dealing with problems:

- how to deal with accident, breakdown or other problems arising
- how to decide the best route and schedule

Organisational context:

- routes and operating schedules
- lines and methods of effective communication
- nature and characteristics of load
- requirements of the organisation receiving the load

---

Unit:	207	Transport wastes and materials
Element:	207.2	Monitor and review activities

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can monitor the condition of vehicle and load by all the following methods:

- visually
- by listening
- by observation of vehicle performance
- by observation of load condition

You must also show evidence that you can deal with at least two of the following types of problem:

- poor performance of the vehicle
- instability of the load
- deterioration of the load

You must also show that your operating schedules cover all of the following:

- route planning
- time scheduling
- special instructions

You must also show that you inform both of the following types of person:

- immediate manager
- recipient of the load

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently when dealing with all types of problem listed above.

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Unit:	208	Collect and deliver wastes and materials
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Unit Detail:	208.1	Prepare for the loading/unloading of wastes and materials
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	208.2	Load/unload wastes and materials
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Unit Description:

You must hold a valid licence appropriate to the vehicle(s) upon which assessment of this Unit takes place, and must produce evidence of this at the time of assessment. The particular type(s) of vehicle(s) used will be recorded on the Awarding Body's certificate in accordance with the vehicle licence categories.

Achievement of this unit demonstrates your competence in preparing for and carrying out loading and unloading of wastes or other materials.

You must show that you make all preparations necessary for safe loading and unloading, and that you observe relevant regulations. You must also demonstrate your ability to work with colleagues, customers, and staff receiving your loads.

This unit is suitable for operatives carrying out this activity on all types of waste management facility.



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Unit:	208	Collect and deliver wastes and materials
Element:	208.1	Prepare for the loading/unloading of wastes and materials

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you accurately establish the compliance of wastes or materials with documentation and deal with discrepancies appropriately
- b) you establish the accessibility and the suitability of the site, and the appropriate method of loading/unloading
- c) you check the operational suitability of the vehicle specialist loading/unloading equipment
- d) you identify any defects in the specialist equipment, take corrective action where practicable, and report it promptly
- e) you position and prepare the vehicle, to ensure safe and secure loading/unloading
- f) you observe all regulations relating to loading/unloading

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

The load:

- checking compliance of load with paperwork
- nature and characteristics of load

The delivery/pick up site:

- assessing accessibility and suitability of site
- loading/unloading equipment requirements and availability

The vehicle:

- assessing operational suitability of vehicle
- vehicle limitations

Organisational context:

- sources of information and how to access them
- defects and discrepancies and reporting procedures
- organisation and customer/recipient procedures
- identifying remedies for defects and discrepancies and reporting them

Requirements:

- customer/recipient requirements
- relevant regulations

---

Unit:	208	Collect and deliver wastes and materials
Element:	208.1	Prepare for the loading/unloading of wastes and materials

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and knowledge evidence specific to your facility to demonstrate your competence. You must demonstrate that you can achieve all the performance criteria consistently. When performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can make use of at least one of the following types of specialist loading/unloading equipment:

- integral with vehicle
- non-integral with vehicle

You must also show evidence for taking account of all the following types of regulation:

- the laws relevant to loading/unloading
- organisation procedures
- customer/recipient procedures and regulations

In all, you must convince your assessor that you have the knowledge, understanding, and skills to perform competently in both types of specialist equipment listed above.

---

Unit:	208	Collect and deliver goods and materials
Element:	208.2	Load/unload wastes and materials

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you distribute and secure the load to minimise movement and displacement, enhance ease of access, and comply with relevant regulations
- b) you ensure that loading/unloading involving others is carried out safely and responsibly and effective working relationships are maintained
- c) Ant defects in specialist equipment or load discrepancies identified during loading/unloading are remedied and reported to the relevant person
- d) you load or unload in compliance with the relevant regulations and instructions
- e) you ensure that all documentation is complete, accurate, and contains your legible signature where necessary

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Loading/unloading:

- establish compliance of load with transfer requirements
- transfer and secure safely
- operate specialist equipment
- identify, rectify and record discrepancies and defects
- complete documentation correctly and accurately
- what constitutes a discrepancy/defect
- documentation requirements
- nature and characteristics of load

Organisational context:

- sources of information and how to access them
- lines and methods of effective communication
- specific customer requirements

Regulations:

- relevant legislation
- customer and organisation requirements

---

Unit:	208	Collect and deliver goods and materials
Element:	208.2	Load/unload wastes and materials

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you comply with at least one of the following types of relevant regulations:

- statutory legislation
- organisation and customer procedures

You must also show evidence that you ensure the safety of all others involved in loading/unloading in the following categories:

- colleagues
- customer staff

You must also show evidence for identifying load discrepancies of all the following types:

- nature
- quantity
- quality

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all types of relevant regulations.

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Unit:	209	Receive and validate waste
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Unit Detail:	209.1	Receive waste
	209.2	Examine and validate waste

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Unit Description:

Achievement of this unit demonstrates competence in receiving and validating wastes. You must demonstrate competence in confirming that the carrier is registered and that documentation accompanying the waste appears to be correct. You must also demonstrate that the waste is examined to confirm that it appears to match the documentation. A key competence is the ability to identify waste that should not be accepted and to deal with it correctly.

---

Unit:	209	Receive and validate waste
Element:	209.1	Receive waste

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you ensure that a carrier is registered
- b) you check that documentation accompanying the waste is complete and correct
- c) your records of incoming wastes are complete, legible, and stored correctly
- d) you deal with unacceptable waste or incorrect documentation in accordance with organisation procedures
- e) you ensure that reception equipment is kept operational in accordance with requirements
- f) you deal with failure of reception equipment in accordance with organisation procedures

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Carrier Registration:

- ensuring carrier is registered

Documentation:

- ensuring transport documentation is correct
- the use of transfer notes
- processing reception documentation

Health and Safety:

- confirming possession of protective equipment by crew

Communication:

- issuing facility instructions

Legislation:

- how legislation affects the reception of wastes
- application of duty of care in receiving wastes
- safety in the use of vehicles
- waste transport documentation
- implications of Trading Standards legislation on reception operations

Organisational context:

- organisation procedures for reception, acceptance and rejection of wastes
- internal documentation
- procedures for emergencies
- limitations on information to be provided to people outside the organisation
- organisation procedures for dealing with failure of reception equipment
- organisational quality assurance procedures

---

Unit:	209	Receive and validate waste
Element:	209.1	Receive waste

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can deal with documentation related to both of the following:

- proof of carrier registration
- transport documentation related to loads delivered

You must also show evidence that you can maintain records of incoming waste by at least one of the following techniques:

- manual
- computerised

You must also show evidence that you can deal with waste considered unacceptable for at least three of the following reasons:

- incorrect or no documentation
- documentation does not comply with waste management licence
- operational considerations
- breach of duty of care

You must also show evidence that you can pass on all the following facility instructions:

- routing to unloading area
- possession and use of personal protective equipment
- requirement for "tare off" on leaving

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of waste considered unacceptable for all the reasons listed above.

---

Unit:	209	Receive and validate waste
Element:	209.2	Examine and validate waste

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that

- a) you carry out required examination procedures correctly
- b) you wear and use appropriate personal protective equipment correctly
- c) you establish that the waste complies with the waste management licence
- d) you ask for help promptly when necessary

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Waste acceptance:

- determining nature of examination needed
- recognising obvious signs of non-conformity of waste
- the importance of ensuring that accepted waste meets the waste management licence requirements

Documentation:

- processing reception documentation

Organisation context:

- facility operating instructions
- organisation procedures for reception, acceptance and rejection
- internal documentation
- procedures for emergencies
- organisational quality assurance procedures

Legislation:

- relevant waste management licence details
- application of duty of care to transport of waste
- safety in the use of vehicles
- waste transport documentation



---

Unit:	209	Receive and validate waste
Element:	209.2	Examine and validate waste

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can carry out all of the following reception procedures:

- examination of waste
- recording results
- other organisation procedures related to accepting waste

You must also show evidence that you can seek assistance from all the following types of person:

- colleagues
- supervisor
- facility manager

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Unit:	210	Store wastes and operating materials within a waste facility
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Unit Detail:	210.1	Sort and store wastes and operating materials
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	210.2	Monitor and maintain storage conditions
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Unit Description:

Achievement of this unit demonstrates your competence in storing wastes and operating materials in a waste management facility, using the facility's equipment safely and correctly.

You must check the availability of necessary equipment for sorting and storing wastes and operating materials, and deal with defects. You must sort and store the wastes and operating materials correctly and ensure that the storage area is suitably clean and tidy. You must use the storage facilities available as effectively as possible and label the wastes and operating materials appropriately where required. Finally, you must complete any necessary documentation.

You must also monitor the safety, security and condition of the storage area and its contents whilst in use, and deal with any defects.

---

Unit: 210 Store wastes and operating materials within a waste facility

Element: 210.1 Sort and store wastes and operating materials

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you use appropriate equipment correctly to sort and move the wastes and operating materials to the designated area
- c) you identify equipment defects, take corrective action if possible and report them promptly
- d) you sort, store, and label wastes and materials if required, according to their nature, hazards, and organisation procedures
- e) You ensure that the best use is made of storage facilities available
- f) you ensure the storage area is clean and tidy after movement of wastes or materials
- g) any necessary documentation is complete, accurate and up to date

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Storage:

- making the best use of the facilities available
- storage requirements of the wastes and materials concerned
- storage methods
- good housekeeping practices and the standards required
- labelling of wastes and materials when required

Equipment:

- using equipment correctly
- identifying defects and correcting them where permissible

Health and safety:

- hazards of wastes and materials handled and stored
- requirements for personal protective equipment

Legislation:

- implications of relevant legislation to sorting and storing wastes and operating materials
- waste management licence requirements related to storage

Organisational context:

- necessary documentation procedures
- storage facilities location and layout

---

Unit: 210 Store wastes and operating materials within a waste facility

Element: 210.1 Sort and store wastes and operating materials

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can deal effectively with all the following types of material:

- wastes to be stored for treatment or awaiting transport elsewhere
- recyclable materials
- materials required for the operation of the facility

that you can use, identify defects in, and take permitted corrective action with at least two of the following items of equipment:

- powered/manual handling equipment
- containers
- safety signs

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all the equipment items listed above.

---

Unit:	210	Store wastes and operating materials within a waste facility
Element:	210.2	Monitor and maintain storage conditions

---

### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you identify any problems in storage conditions
- c) you report problems, and take necessary corrective action within limits of your own authority
- d) you maintain the safety and security of the storage facility areas according to procedures
- e) you ensure the storage facility areas are kept appropriately clean and tidy

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Storage:

- storage methods
- characteristics of wastes and materials stored
- identifying and dealing with problems in storage
- requirements for keeping the storage facilities area clean and tidy

Health and Safety:

- maintaining safety and security of storage
- nature and hazards of wastes and materials stored

Organisational context:

- documentation procedures
- operational procedures for storage
- types of problem
- security practices
- waste management licence requirements related to storage

---

Unit:	210	Store wastes and operating materials within a waste facility
Element:	210.2	Monitor and maintain storage conditions

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can identify at least three of the following problems in storage:

- unsuitability of storage area for the wastes or materials stored
- poor physical condition and security of the storage area itself
- hazards to people
- undesirable changes in the wastes or materials stored
- breakdown, damage, deterioration of equipment
- fire
- infestation
- nuisance

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all the problems listed above.

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Unit:	211	Direct waste loads
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Unit Detail:	211.1	Ensure suitability of vehicle for facility
	211.2	Direct waste to unloading or holding

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Unit Description:

Achievement of this unit demonstrates your competence in ensuring the suitability of a visiting vehicle for the facility conditions, and directing the vehicle and load to the unloading area or, if the waste is not accepted, to a holding area pending decision on action to be taken. You must demonstrate competence in directing the vehicle crews clearly and precisely.

---

Unit:	211	Direct waste loads
Element:	211.1	Ensure suitability of vehicle for facility conditions

---

### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you confirm that the vehicle and load is suitable for facility conditions
- c) you report any unsuitable vehicle or load promptly
- d) you report, and take appropriate action, on other incidents interfering with operations

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Vehicle and load suitability for facility conditions:

- recognising vehicle and load problems
- current facility conditions and implications for vehicles manoeuvring and unloading

Health and safety:

- interpretation of identification codes for hazardous substances

Organisational context:

- recognising and responding to incidents interfering with operations
- facility operating procedures
- other relevant organisation procedures

Communication:

- communicating effectively



---

Unit:	211	Direct waste loads
Element:	211.1	Ensure suitability of vehicle for facility conditions

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can wear and use all of the following types of personal protective equipment correctly:

- fluorescent tabard or jacket
- safety helmet
- safety boots
- other PPE appropriate to the circumstances

You must also show evidence that you can ensure suitability for the facility of all the following types of vehicle:

- vehicles delivering waste
- facility vehicles
- other vehicles

You must also show evidence that you can deal with at least two of the following types of incident interfering with operations:

- weather
- congestion
- mechanical breakdown
- hot loads

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all types of incident listed above.

---

Unit: 211 Direct waste loads

Element: 211.2 Direct waste to unloading or holding

---

### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you make visiting crews aware of facility procedures
- c) you direct conforming waste to the appropriate area for discharge
- d) you direct rejected waste to an appropriate holding area pending further instructions
- e) you provide vehicle crews with clear and precise instructions

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Organisational context:

- how to recognise, respond to, and record incidents interfering with operations, and emergencies
- relevant facility operating procedures
- other relevant organisation procedures

Health and safety:

- personal protective equipment necessary on facility
- interpreting identification codes for hazardous substances

Communication:

- effective communication

---

Unit:	211	Direct waste loads
Element:	211.2	Direct waste to unloading or holding

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you wear and use all of the following types of personal protective equipment correctly:

- fluorescent tabard or jacket
- safety helmet
- safety boots
- other PPE appropriate to the circumstances

You must also show evidence that you can direct crews delivering all types of waste listed in the Waste Management licence.

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Unit:	212	Prepare vehicles or plant for use on waste management facilities
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Unit Detail:	212.1	Carry out daily inspections
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	212.2	Record daily inspection information
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**Unit Description:**

Achievement of this unit demonstrates your competence in carrying out and reporting daily inspections on vehicles and plant.

You must carry out a general external check, usually against a written check list, and replenish the consumables (fuel, cooling system, oil and grease, hydraulic fluid, etc). You must also identify defects, damage, and any component or equipment that is missing, and carry out any permitted corrective action. You must report the results of daily checks as required by the organisation, and in particular damage which could affect safety or effective operation. On vehicles fitted with a vehicle management system this must be monitored for the daily check.

The daily inspections cover vehicles, plant, and associated ancillary equipment and tools. Daily checks on vehicles for use on public roads would be covered by Unit WT-121.

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Unit:	212	Prepare vehicles or plant for use on waste management facilities
Element:	212.1	Carry out daily inspections

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you inspect the vehicle or plant, or monitor the vehicle management system daily, as required
- a) you check and top up consumables using the required materials and equipment
- b) you ensure that the consumables and equipment are free from contamination
- c) you check the suitability and safety of equipment and/or tools
- d) you identify any damage or any missing items and take appropriate action

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Daily checks:

- the items that need to be checked for a specific vehicle or plant
- the items that are essential for safety
- how to identify damage that would interfere with the effective operation of the vehicle or plant
- how to identify any items missing in the vehicle's or plant's equipment
- remedial action that you are permitted to carry out
- operation of the vehicle management system if fitted

Organisational context:

- procedures for dealing with vehicles or plant not capable of operating effectively, or unsafe situations

---

Unit:	212	Prepare vehicles or plant for use on waste management facilities
Element:	212.1	Carry out daily inspections

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you carry out the daily physical inspection according to one of the following:

- schedule as laid down by the manufacturer
- schedule as laid down by the organisation
- monitoring the vehicle management system

You must also show evidence that you cover at least three of the following daily inspection items:

- wheels and tyres, or tracks
- damage affecting operation
- damage affecting safety
- other organisational requirements

You must also show evidence that you check and top up as necessary at least three of the following types of consumable:

- fuel
- cooling system
- lubricants
- other fluids

You must also show evidence that you look for, and can identify the following types of damage or missing items:

- damage or missing items affecting safety
- damage or missing items affecting operation

You must also show evidence that you can take appropriate action over damage or missing items in at least one of the following types of action:

- corrective action you are permitted to take
- reporting to an appropriate person other corrective action

You must however convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all daily inspection items and all types of consumable.

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Unit:	212	Prepare vehicles or plant for use on waste management facilities
Element:	212.2	Record daily inspection information

---

### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you sign off correctly the daily inspection check list as required
- b) you complete damage reports
- c) you record inspection and corrective action that you have taken as required

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Types and purposes of documentation:

- purpose of the daily inspection check list
- how to use it to carry out and record daily checks

Health and safety:

- how to identify damage that could affect safety

Organisational context:

- how to identify damage that affects operation
- procedures for reporting damage
- responsibility with regard to statutory requirements
- what damage or missing items you are permitted to correct yourself

---

Unit:	212	Prepare vehicles or plant for use on waste management facilities
Element:	212.2	Record daily inspection information

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you sign off the daily inspection sheet at every inspection and process it correctly.

You must also show evidence that you can identify and report both the following types of damage:

- damage affecting safety
- damage affecting operations

You must also show evidence that you can make out a report of damage that you have put right yourself.



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Unit:	213	Control and carry out landfilling of waste
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Unit Detail:	213.1	Control deposition of waste
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	213.2	Consolidate and cover deposited waste
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Unit Description:

Achievement of this unit demonstrates your competence in controlling the deposition of waste by drivers and crews and acting promptly where waste does not comply with the waste management licence. You must also take effective action where drivers and crews do not comply with safe working practice or facility operating procedures.

You must also show competence in consolidating and covering deposited waste using a compactor or other means.

---

Unit:	213	Control and carry out landfilling of waste
Element:	213.1	Control deposition of waste

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you marshal vehicles for efficient and safe deposition
- c) you ensure that vehicle crews comply with facility requirements and report any non-compliance promptly
- d) you ensure that waste for deposition complies with waste management licence conditions
- e) you report non-compliant waste immediately and take action in accordance with organisation procedures
- f) you report operational problems promptly
- g) you deal with emergencies in accordance with facility operating procedures

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Waste:

- recognising non-compliant wastes

Health and safety:

- interpreting identification markings for hazardous substances
- implications of HASAWA and COSHH regulations relevant to waste deposition
- personal protective equipment appropriate to different types of waste, and its correct use

Other legislation:

- implications of other legislation on waste deposition

Organisational context::

- recognising and responding to operational problems
- dealing with emergencies
- facility operating procedures
- marshalling hand signals
- code of practice for assisting the reversing of vehicles
- relevant organisation procedures;

Communications:

- communicating effectively

---

Unit:	213	Control and carry out landfilling of waste
Element:	213.1	Control deposition of waste

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can wear and use correctly all of the following items of personal protective equipment:

- fluorescent tabard or jacket
- safety helmet
- safety boots
- other PPE appropriate to the situation

You must also show evidence that you can follow all the following types of facility requirement:

- facility operating procedures
- safe working practice

You must also show evidence that you can deal with at least three of the following types of operational problem:

- bad weather
- congestion
- vehicle breakdown
- vehicle stuck
- plant breakdown
- non-compliance with facility procedures

You must also show evidence that you can deal with at least three of the following types of emergency:

- injured persons
- hot load
- explosion or deep seated fire in waste
- vehicle breakdown
- vehicle overturning

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all types of operational problem and emergency listed above.

Unit:	213	Control and carry out landfilling of waste
Element:	213.2	Consolidate and cover deposited waste

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you ensure that discharged waste complies with the waste management licence or report it immediately
- c) you report operational problems promptly
- d) you deal with emergencies in accordance with facility operating procedures
- e) you place and compact deposited waste as required by the waste management licence
- f) you deal with bulky or difficult wastes in accordance with waste management licence requirements or as instructed
- g) you apply cover progressively to the deposited waste in compliance with waste management licence requirements
- h) you operate mechanical plant safely and effectively

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Wastes:

- identifying and confirming wastes
- dealing with bulky or difficult wastes

Deposition:

- controlling face operations
- placing and compacting to waste management licence requirements
- laying cover to waste management licence requirements

Health and safety:

- identification marks for hazardous substances
- hazard warning signs, other symptoms of potentially hazardous substances or materials
- responding to emergencies
- personal protective equipment requirements of wastes received

Other legislation:

- implications of other relevant legislation to landfilling operations
- relevant requirements of waste management licence

Communications:

- communicating effectively

Organisational context:

- recognising and responding to operational problems
- any waste related internal documentation
- operational procedures for rejecting waste

---

Unit:	213	Control and carry out landfilling of waste
Element:	213.2	Consolidate and cover deposited waste

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can deal effectively with at least two of the following operational problems:

- bad weather
- congestion
- vehicle breakdown
- plant breakdown

You must also show evidence that you can deal effectively with at least two of the following types of emergency:

- injury accident
- explosion or fire in waste
- vehicle breakdown
- vehicle overturning

You must also show evidence that you can carry out compaction by means of both the following types of equipment:

- compactor
- other means

You must also show evidence that you can deal effectively with the following types of waste:

- bulky or difficult wastes
- other wastes

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all types of operational problem and emergency listed above.

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Unit:	214	Carry out environmental monitoring and testing on waste management facilities
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Unit Detail:	214.1	Carry out environmental monitoring
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	214.2	Inspect, sample and test wastes
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Unit Description:

Achievement of this unit demonstrates your competence in carrying out environmental monitoring activities on the waste facility or in the laboratory area. You must show that you carry out the work safely according to requirements.

You must also show that you carry out a systematic monitoring programme, that you interpret the results correctly and pass them on to the appropriate people.

You must also inspect wastes and carry out physical checks where necessary. You must demonstrate that you sample wastes in a safe manner and according to agreed procedures. You must pass the samples for testing, store them as required, and pass the results on promptly.

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Unit:	214	Carry out environmental monitoring and testing on waste management facilities
Element:	214.1	Carry out environmental monitoring

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you implement a programme of environmental monitoring fully and safely
- b) your record of results is accurate and complete
- c) you wear and use appropriate personal protective equipment correctly
- d) where required you obtain samples safely in accordance with organisation procedures and pass them for testing promptly
- e) you pass on the test results promptly
- f) you ensure that all equipment is maintained in operating condition and report defects promptly
- g) you suggest improvements to the programme or equipment as appropriate

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Monitoring:

- techniques relevant to the factors monitored
- calibration and operation of monitoring and measuring instruments
- sampling and testing techniques

Health and safety:

- selection and correct use of personal protective equipment
- implications of HASAWA and related regulations to environmental monitoring

Legislation:

- implications of EPA in relation to carrying out environmental monitoring

Organisational context:

- waste management licence requirements
- organisation control documentation and procedures
- implications of facility threats to the environment

Communications:

- communication of results to relevant people

---

Unit:	214	Carry out environmental monitoring and testing on waste management facilities
Element:	214.1	Carry out environmental monitoring

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can obtain monitoring results by the use of both the following types of technique:

- use of monitoring and measuring equipment
- sampling and testing

You must also show evidence that you can work within the following types of requirement:

- organisation
- legislative



Unit:	214	Carry out environmental monitoring and testing on waste management facilities
Element:	214.2	Inspect, sample and test wastes

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you wear and use appropriate personal protective equipment correctly
- b) you carry out, record, and communicate the results of visual and physical checks on wastes according to organisation procedures
- c) where required you obtain representative samples safely in accordance with organisation procedures, and pass for testing promptly
- d) you record test results in accordance with organisation procedures and pass them on promptly
- e) where required you identify non-compliance of samples with waste documentation or specification and report them promptly

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Sampling and analysis:

- methods for sampling of solids, liquids and sludges
- analytical techniques relevant to wastes

Health and safety:

- selection and use of personal protective equipment
- implications of HASAWA and related regulations for inspecting, sampling and testing wastes

Documentation:

- requirements for documentation of wastes
- organisation control documentation

Wastes:

- waste management licence requirements
- environmental implications of wastes accepted

Organisational context:

- procedures for dealing with rejected waste

Other Legislation:

- implications of EPA, and other legislation relevant to inspection, sampling and testing wastes

---

Unit:	214	Carry out environmental monitoring and testing on waste management facilities
Element:	214.2	Inspect, sample and test wastes

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can carry out effectively at least two of the following types of check:

- physical characteristics
- chemical constitution
- condition of containers

You must also show evidence that you can effectively meet both of the following types of requirement:

- organisational
- legislative

You must also show evidence that you make reports to at least one of the following types of individual:

- supervisor
- line manager

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all types of individual listed above

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Unit:	215	Advise and inform colleagues on facility environmental protection matters
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Unit Detail:	215.1	Maintain facility environmental protection information
	215.2	Provide information on environmental protection matters

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Unit Description:

Achievement of this unit demonstrates your competence in analysing environmental protection information of relevance to your facility. You must inform colleagues about matters to do with environmental protection. You must demonstrate that you can maintain facility information related to environmental protection matters of concern to the facility, and provide sampling and monitoring results and other forms of information.

---

Unit: 215 Advise and inform colleagues on facility environmental protection matters

Element: 215.1 Maintain facility environmental protection information

---

### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you meet the information requirements for facility environmental protection matters fully
- b) your records of information are clear, complete, and up to date
- c) you identify the resources you need to provide the required information and request them

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Resources:

- resources needed for the sampling and monitoring to be carried out

Techniques:

- calibration and operation of monitoring and measuring instruments

Legislation:

- implications of relevant legislation on provision of information relating to environmental protection

Information:

- sources of environmental protection related information

Communications:

- methods of communicating the results

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Unit:	215	Advise and inform colleagues on facility environmental protection matters
Element:	215.1	Maintain facility environmental protection information

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can provide required information on at least two of the following topics:

- wastes
- facility by-products
- emissions

You must also show evidence that you have identified and obtained both the following types of resource needed to provide the information:

- sampling equipment
- monitoring equipment

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all topics listed above.

---

Unit:	215	Advise and inform colleagues on facility environmental protection matters
Element:	215.2	Provide information on environmental protection matters

---

### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you provide environmental protection information to colleagues and confirm their understanding
- b) you base your information on up-to-date monitoring results, and other documentary evidence
- c) you base your information on an adequate understanding of environmental protection
- d) you use feedback from colleagues to improve the way you provide information

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Legislation:

- waste management licence requirements
- implications of the relevant legislation on provision of information relating to environmental protection

Organisational context:

- sampling and monitoring procedures and recording requirements
- procedures for dealing with rejected waste
- environmental implications of wastes accepted

---

Unit:	215	Advise and inform colleagues on facility environmental protection matters
Element:	215.2	Provide information on environmental protection matters

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can provide information in at least two of the following areas:

- rejected wastes
- facility emission standards
- facility by-product standards
- monitoring and sampling results

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all types of information area listed above.

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Unit:	216	Perform safely in the working areas
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Unit Details:	216.1	Implement safety procedures
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	216.2	Implement emergency procedures
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Unit Description:

Achievement of this unit demonstrates your competence in performing safely in the areas in which you have to work. You must be aware of potential hazards and how to minimise their risks, know the location of emergency exits, and follow emergency and security procedures correctly.

In some organisations you may be required to use sophisticated laboratory equipment in a purpose built laboratory, in others your work may be done in an odd corner where some basic tests are carried out using simple equipment. This unit applies to both types of situation.



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Unit:	216	Perform safely in the working areas
Element:	216.1	Implement safety procedures

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### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you follow safe working procedures at all times
- b) you wear and use correctly appropriate protective clothing in designated areas
- c) you can locate any emergency exits and emergency equipment promptly and know how to use both
- d) you identify the hazards associated with the operations you carry out and take action to minimise their risks
- e) you record and report incidents according to procedures

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Health and safety:

- COSHH assessment for all substances likely to be encountered
- hazards of all operations carried out and how to minimise their risks
- personal protective equipment relevant to the activities carried out and how to use it
- location of emergency exits and emergency equipment

Organisational context:

- safe operating procedures for all activities
- incident reporting procedures
- location and methods of safe access to all testing or recording equipment

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Unit:	216	Perform safely in the working areas
Element:	216.1	Implement safety procedures

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can meet all of the following types of requirement:

- COSHH
- HASAWA
- organisation procedures

You must also show evidence that you can locate, identify, and use correctly all the following types of emergency equipment:

- fire extinguishers
- safety showers
- eye washes

---

Unit:	216	Perform safely in the working areas
Element:	216.2	Implement emergency procedures

---

### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you initiate an appropriate alarm immediately on discovering an emergency
- b) you follow emergency procedures without deviation when an alarm is raised
- c) you use emergency equipment correctly
- d) in the event of accidents to people, you summon appropriate medical assistance promptly
- e) you record accident details accurately as required

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Health and safety:

- the importance of carrying out emergency procedures without deviation when the alarm sounds
- how to get medical assistance when required
- location of emergency exits and emergency equipment
- how to use emergency equipment correctly
- 

Organisational context:

- emergency procedures for all work areas
- incident/accident reporting procedures

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Unit:	216	Perform safely in the working areas
Element:	216.2	Implement emergency procedures

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### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can identify and use correctly all of the following types of emergency equipment:

- fire extinguishers
- safety showers
- eye washes

You must also show evidence that you can implement effectively all of the following requirements:

- COSHH
- HASAWA
- organisation procedures

You must also show evidence that you can respond effectively to at least three of the following types of emergency:

- fire
- release/spillage of hazardous substances
- explosion
- discovery of suspected bomb/incendiary device
- discovery of injured person
- major services failure

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all types of emergency listed above.

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Unit:	217	Deal with matters other than waste
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Unit Detail:	217.1	Deal with deliveries
	217.2	Receive and assist visitors and callers

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Unit Description:

Achievement of this unit demonstrates your competence in receiving and dealing with matters other than waste deliveries on your facility.

You should check all documentation relating to deliveries before accepting them. You must deal with any non-compliance or defect correctly.

You must give appropriate instructions to the carrier concerning arrangements for reception of the delivery and inform relevant colleagues if appropriate. You must also realise the importance of courtesy in dealing with all visitors and telephone callers and the care needed when giving out information.

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Unit:	217	Deal with matters other than waste
Element:	217.1	Deal with deliveries

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### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you ensure that delivery complies with documentation
- b) you refer any non-compliance to an appropriate person
- c) you direct vehicles to the offloading location
- d) you ensure that arrangements are made to receive the delivery
- e) you report unexpected events as required by organisation procedures

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Goods receipt:

- checking order and delivery documentation
- making arrangements for reception

Organisation context:

- deliveries expected
  - location and access to order documentation
- facility procedures for receiving deliveries

---

Unit:	217	Deal with matters other than waste
Element:	217.1	Deal with deliveries

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can deal with at least two types of delivery.

You must also show evidence that you check all the following factors relating to a delivery:

- condition
- quality
- quantity

You must also show evidence that you make arrangements for reception of deliveries with both the following types of staff:

- office staff
- operations staff

---

Unit:	217	Deal with matters other than waste
Element:	217.2	Receive and assist visitors and callers

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you greet all visitors promptly and courteously and deal with them in accordance with facility procedures
- b) you identify visitors' purposes and needs accurately
- c) you ensure that all visitors are directed and/or escorted, and checked out on departure
- d) you explain politely any reasons for delay or non-availability
- e) you deal with visitors' requests for information in accordance with facility procedures
- f) you deal with telephone calls courteously, connect callers with the appropriate persons, and pass on messages
- g) you report unexpected events as required by organisation procedures

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Information about visitors required:

- identity
- purpose
- needs

Organisation context:

- organisation procedures for receiving and recording visitors' arrival and departure
- procedures for escorting or directing people to locations
- dealing with difficult visitors
- dealing with telephone callers
- maintaining any required work log

Health and safety:

- determining need for, and supplying personal protective equipment for visitors
- providing necessary health and safety information to visitors

Provision of information:

- communicating effectively
- rules on communication of information
- structure, location, and responsibilities of people in the organisation
- telephone system and operation



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Unit:	217	Deal with matters other than waste
Element:	217.2	Receive and assist visitors and callers

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can effectively deal with all the following types of visitor:

- employees not based at your own facility
- regulators
- other people

You must also show evidence that you treat telephone callers courteously and assist them in both the following ways:

- connect them with the appropriate persons
- take and pass on messages

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Unit:	218	Select and install/remove containers
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Unit Detail:	218.1	Select containers
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	218.2	Install/remove containers
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Unit Description:

Achievement of this unit demonstrates your competence in selecting and installing or removing containers. The unit applies whether you deliver and position containers yourself or assist others in doing so

You must identifying the appropriate container, check it and deal with defects if appropriate, and obtain any appropriate documentation.

You must also ensure that the container is delivered and positioned correctly. You must then complete any necessary documentation.

---

Unit:	218	Select and install/remove containers
Element:	218.1	Select containers

---

### **The National Standard**

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### **Performance Criteria:**

You must demonstrate that:

- a) you identify and select appropriate containers
- b) you record and deal with out of specification, misused, or damaged containers in accordance with requirements
- c) your documentation is complete and accurate

#### **Knowledge and Understanding:**

You must demonstrate that you know and understand:

Containers:

- selecting containers suitable for requirements
- nature and characteristics of containers

Organisational context:

- identifying and dealing with defects in containers
- recording defects
- nature of defects and methods for dealing with them if permitted
- procedures for dealing with containers beyond local repair
- documentation procedures

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Unit:	218	Select and install/remove containers
Element:	218.1	Select containers

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can deal with off-specification, misused or damaged containers by at least one of the following types of action:

- repair them when appropriate
- take other appropriate action according to instructions

You must also show evidence that you can carry out the selection process meeting both the following types of requirement:

- legislation
- organisation

You must also show evidence that you can identify and deal with at least one of the following types of defect:

- inadequate cleanliness
- poor labelling or identification

You must, however, convince your assessor that you have the necessary knowledge, understanding, and skills to be able to perform competently in respect of all types of defect listed above.

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Unit:	218	Select and install/remove containers
Element:	218.2	Install/remove containers

---

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you ensure that vehicle onloading and offloading complies with the relevant regulations
- b) you wear and use appropriate personal protective equipment correctly
- c) you ensure that containers are delivered and positioned in accordance with relevant regulations
- d) your documentation is complete and accurate

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

Health and safety:

- loading and unloading containers to and from vehicles safely
- selecting and using appropriate personal protective equipment correctly

Containers:

- nature and characteristics of containers
- loading and unloading procedures
- operation of handling equipment
- load restraint techniques

Legislation:

- implications of relevant legislation on operations carried out
- implications of Waste Management Licence on operations carried out

Organisational context:

- requirements for delivery and positioning
- documentation procedures

---

Unit:	218	Select and install/remove containers
Element:	218.2	Install/remove containers

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can ensure installation/removal of containers in accordance with all the following types of requirement:

- legislative
- organisational
- customer/owner

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Unit:	219	Run waste treatment operation
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Unit Detail:	219.1	Prepare equipment and materials for waste treatment
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	219.2	Monitor and control waste treatment operation
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	219.3	Complete and shut down waste treatment operation
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Unit Description:

Achievement of this unit demonstrates your competence in running a waste treatment operation.

You must check that the materials and waste to be treated match any appropriate documentation, check the process equipment, and report any problems which you cannot solve yourself.

You must ensure correct start up of the process, monitor it, and take appropriate action to rectify out of specification operation.

You must complete and shut down the treatment process and deal with its outcomes.

In all of this you must ensure that you and others involved with the process select and use correctly the appropriate personal protective equipment for the hazards involved.

Unit:	219	Run waste treatment operation
Element:	219.1	Prepare equipment and materials for waste treatment

### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that:

- a) you confirm that any required documentation is correct and equipment and materials are ready for use
- b) the relevant emergency equipment is ready for use, and appropriate personal protective equipment is worn and used correctly
- c) you confirm that treatment area and equipment are clean and prepared for safe processing
- d) you deal with problems which might delay treatment promptly, or report them to the appropriate person
- e) you inform others when treatment is ready to start
- f) you follow start up procedures as specified

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

##### Wastes and treatment materials:

- hazards of wastes and treatment materials
- precautions to be used in handling wastes and treatment materials
- how to confirm agreement between any required documentation and wastes and materials
- how to deal with disagreement between any required documentation and wastes and materials

##### Equipment:

- procedures for checking and making ready process equipment
- detail of the process and function of the equipment used
- availability and functioning of process safety equipment

##### Health and safety:

- nature and hazards of wastes and treatment materials
- personal protective equipment appropriate to the hazards
- correct use of personal protective equipment
- how to use the process equipment safely
- emergency equipment associated with the process and how to use it
- safe working practice

##### Organisational context:

- procedures for handling wastes and treatment materials
- specification range of treated waste and any other product of the process
- interpretation of any process documentation
- nature and identification of situations which might delay processing, and corrective action
- good housekeeping practices and standards required
- start up procedures
- people to be informed of readiness to start up
- documentation if appropriate, and record keeping

##### Communications:

- communication of instructions or information to others

##### Legislation:

- the implications of relevant legislation and the waste management licence on treatment process operation



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Unit:	219	Run waste treatment operation
Element:	219.1	Prepare equipment and materials for waste treatment

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can ensure the correct preparation of equipment and materials for at least one of the following types of process:

- batch waste treatment processes
- continuous waste treatment processes

You must also show evidence that you can deal with at least two of the following types of situation:

- disagreement between waste and materials and any required documentation
- faults in processing equipment
- variations from specification range of raw waste and treatment materials

---

Unit:	219	Run waste treatment operation
Element:	219.2	Monitor and control waste treatment operation

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### The National Standard

This section provides criteria, which enables the employee to identify an individual's competence requirements to the national standard of competence. It also lists the knowledge and understanding which is essential for effective performance.

#### Performance Criteria:

You must demonstrate that

- a) you wear and use appropriate personal protective equipment correctly
- b) you follow treatment procedures as specified
- c) you monitor the treatment process according to organisation procedures
- d) you adjust process variations promptly to maintain treatment within specification
- e) if required you sample the process as specified in operating procedures
- f) you confirm that treated waste and any other products of the process meet specification

#### Knowledge and Understanding:

You must demonstrate that you know and understand:

##### Treatment process:

- detail of the process
- specification range of treated wastes to be achieved
- methods of monitoring the process
- symptoms of out of specification processing
- methods of process adjustment to meet specification range
- limits of corrective action that can be taken within your own authority
- people to inform of circumstances outside your authority to correct
- timing and methods of sampling from the process if required
- interpretation of any necessary sampling results

##### Health and safety:

- nature and hazards of wastes and treatment materials
- personal protective equipment appropriate to the raw wastes, treatment materials, and process used
- correct use of the personal protective equipment
- safe sampling, and safe handling techniques for any samples taken, if required
- safe working practice
- procedures for dealing with spillages
- emergency shut down procedures

##### Organisational context:

- process operating procedures
- monitoring procedures
- sampling procedures and treatment of samples taken, if required
- good housekeeping practices and standards required
- record keeping

##### Communications:

- communication of instructions and information to others

##### Legislation:

- the implications of relevant legislation and the waste management licence on treatment process operation

---

Unit:	219	Run waste treatment operation
Element:	219.2	Monitor and control waste treatment operation

---

### **NVQ and SVQ Assessment**

This section specifies the evidence an employee must provide to be assessed for National Vocational Qualifications or Scottish Vocational Qualifications.

#### **Evidence Requirements:**

You must provide both performance evidence and facility specific knowledge evidence to demonstrate your competence. The performance evidence must demonstrate that you can achieve all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary knowledge and understanding, you will be questioned on it.

You must provide performance evidence for the following:

that you can monitor and control at least one of the following types of process:

- batch waste treatment processes
- continuous waste treatment processes

You must also show evidence that you can identify symptoms of the process going out of specification and make process corrections for at least one of the following types of process:

- batch waste treatment processes
- continuous waste treatment processes

You must also show evidence that, where required, you can carry out sampling of the following:

- treatment process operation
- treatment process products

You must also show evidence that you can deal with spillage of at least two of the following:

- raw waste
- treated waste
- treatment materials