Levels 1 to 4 NVQs in Waste Management Operations (Non Statutory)

0736

Scheme information and assessment requirements
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## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>5</td>
</tr>
<tr>
<td>Section 1 - Scheme information</td>
<td>7</td>
</tr>
<tr>
<td>Section 2 - Assessment requirements</td>
<td>16</td>
</tr>
<tr>
<td>Section 3 - National occupational standards</td>
<td>19</td>
</tr>
<tr>
<td>Further information</td>
<td>20</td>
</tr>
</tbody>
</table>
Introduction

Waste Management Operations NVQs

This guide aims to provide information to centres and candidates for the administration and assessment of the Levels 1 to 4 Non Statutory National Vocational Qualifications (NVQs) for the Waste Management Sector. It provides details of the requirements specific to these NVQ qualifications which includes:

- the requirements for occupational competence for all those involved in assessing and verifying performance
- specific assessment requirements

The National Occupational Standards are included on this CD-ROM.

There are three sections to the Guide:

Section 1  Scheme information
Section 2  Assessment requirements
Section 3  National occupational standards

The first section contains information on who will benefit from the awards and the structure and scope of the NVQ. The second section gives the specific information on assessment and evidence requirements.

This document is designed to be used in conjunction with:
the NVQ Candidate Guide (stock reference TS-11-0001) on this CD-ROM
and
the NVQ Centre Guide (stock reference EN-11-0001) on this CD-ROM.

Check the City & Guilds website: www.city-and-guilds.co.uk, for latest version.

Packs of multiple copies of the recording forms are also available from Publications Sales (Recording forms for NVQs, stock reference TS-22-0001).

In the case of any inconsistency between the NVQ Centre Guide or the NVQ Candidate Guide and this NVQ specific document, this document shall prevail.

For details of centre and scheme approval refer to the document: ‘Providing City and Guilds qualifications’ (stock code EN-00-1111) available free of charge from the Sales Department or your regional/national City & Guilds office (details in Further information section of this document).

Details of general regulations, administrative, registration and certification procedures and fees are included in the City & Guilds Directory of NVQ Awards. This information also appears on City & Guilds web site http://www.city-and-guilds.co.uk
The following documents also include information on policy and guidance on quality assurance within NVQs and assessors and verifiers should be aware of the contents.

- City & Guilds policy document ‘Ensuring Quality’ – aimed at those involved in the assessment and verification of City & Guilds awards. Issued 3-4 times a year (available from Sales Department) NB Edition 12 – December 2001 summarises policy from all previous editions
- Joint Awarding Body Guidance on Internal Verification of NVQs, issued November 2001, published by the DfES, also available on City & Guilds web site.

General NVQ information

Centres should refer to the City & Guilds Centre Guide for NVQs, included on this CD-ROM, for information on NVQs, the people involved, the assessment process and model recording forms.
Section 1 – Scheme information

1.1 Scope of the award

NVQs for the Waste Management Sector are work-based qualifications designed to reflect the roles and responsibilities of ‘occupation operatives’ within the sector.

The Level 1 to 4 NVQ awards are based on the national occupational standards developed for the industry by the Waste Management Industry Training and Advisory Board (WAMITAB).

1.2 National Occupational Standards

The full National Occupational Standards are enclosed in a separate directory on this CD-ROM.

1.3 Restrictions on entry

There are no restrictions on entry to this award, however, candidates should not register for this award if they hold or are registered with City & Guilds or another awarding body for a similar award at the same level.

1.4 Evidence Requirements

Candidates must provide both performance evidence and site specific knowledge evidence to demonstrate managerial competence. The performance evidence must demonstrate that the candidate can manage all the performance criteria consistently. In addition, when the performance evidence does not clearly show the necessary underpinning knowledge, it must be confirmed by questions.

1.5 Qualification structure

The following pages detail the structure of the Level 1-4 NVQs in Waste Management Operations.
0736-01  Level 1 NVQ in Waste Management Operations (Waste Collection)
Candidates must achieve all FIVE mandatory units plus at least THREE optional units.

Mandatory units

101 Contribute to the maintenance of a healthy and safe working environment (WM-102)
102 Comply with emergency procedures (WM-104)
103 Work in a team (WM-105)
104 Contribute to the maintenance of the quality of the organisation's work (WM-107)
105 Maintain effective working relationships (WM-108)

Optional units

106 Remove waste (WT-104)
107 Contribute to the protection of the environment (WT-111)
108 Contribute to the maintenance of security and vehicle operations (WT-106)
109 Contribute to the support of operations (WT-124)

0736-02  Level 2 NVQ in Waste Management Operations (Waste Collection)
Candidates must achieve all SIX mandatory units plus at least FOUR optional units.

Mandatory units

101 Contribute to the maintenance of a healthy and safe working environment (WM-102)
102 Comply with emergency procedures (WM-104)
103 Work in a team (WM-105)
201 Promote and maintain the quality of an organisation's work (WM-101)
202 Develop and maintain effective working relationships (WM-103)
203 Maintain information systems to support work (WM-106)

Optional units

107 Contribute to the protection of the environment (WT-111)
108 Contribute to the maintenance of security and vehicle operations (WT-106)
109 Contribute to the support of operations (WT-124)
107 Contribute to the protection of the environment (WT-111)
204 Control the removal of waste (WT-101)
205 Control the safety of vehicle movements on waste management facilities (WT-116)
206 Contribute to the maintenance of security in the working environment (WT-119)
207 Transport wastes and materials (WT-122)
208 Collect and deliver wastes and materials
Candidates must achieve all SEVEN mandatory units plus at least TWO optional.

**Mandatory units**

301 Maintain activities to meet waste management requirements (WMS-1)
302 Support the efficient use of resources on waste management facilities (WMS-2)
303 Develop and maintain effective working relationships on waste management facilities (WMS-3)
305 Lead the work of teams and individuals to achieve objectives (WMS-5)
306 Manage information for action on waste management facilities (WMS-6)
307 Ensure compliance with health and safety, protection of the environment and other legislation (WMS-7)
308 Contribute to the maintenance of effective response to emergencies (WMS-8)

**Optional units**

304 Contribute to the selection of personnel for waste management facilities (WMS-4)
309 Contribute to the training of personnel (WMS-9)
310 Respond to poor performance in your group (WMS-11)
311 Assist in the generation of retention of waste management business (WMS-12)
312 Maintain transport operations (WMS-13)
313 Identify opportunities to improve customer service in waste management (WMS-17)
314 Initiate and evaluate improvements in customer service (WMS-18)
0736-04 Level 4 NVQ in Managing Waste Collection Operations

Candidates must achieve all TEN mandatory units plus at least THREE optional units.

Mandatory units

401 Control the collection of wastes (WC4-1)
402 Ensure compliance with operating procedures (WC4-2)
403 Maintain effective working relationships (WC4-3)
404 Control working operations for waste collection and transport (WC4-4)
405 Control improvements in waste collection operations (WC4-5)
406 Ensure protection of the environment in waste collection (WC4-6)
407 Recommend, monitor and control the use of resources on waste management facilities (WM-9) (U1026711)
408 Provide personnel for waste management facilities (WM-10) (U1026715)
409 Create and Maintain effective working relationships (WM-11) (U1026716)
410 Seek evaluate and organise information to support decision making on waste management facilities (WM-12) (U1026712)

Optional units

313 Identify opportunities to improve customer service in waste management (WMS-17)
314 Initiate and evaluate improvements in customer service (WMS-18)
411 Control maintenance and other engineering operations (WM-5) (U1026713)
412 Prepare proposals and obtain contracts for waste management [Contractor] (WM-13)
413 Operate contracts for waste management services [Contractor] (WM-14)
414 Select contractors for the supply of services or goods [Client] (WM-15)
415 Implement and maintain contracted services or supplies [Client] (WM-16)
416 Generate and secure waste management business (WM-19)
417 Train personnel (WM-20)

0736-05 Level 1 NVQ in Waste Management Operations (Landfill)

Candidates must achieve all FIVE mandatory units plus at least THREE optional units.

Mandatory units

101 Contribute to the maintenance of a healthy and safe working environment (WM-102)
102 Comply with emergency procedures (WM-104)
103 Work in a team (WM-105)
104 Contribute to the maintenance of the quality of the organisation's work (WM-107)
105 Maintain effective working relationships (WM-108)

Optional units

107 Contribute to the protection of the environment (WT-111)
109 Contribute to the support of operations (WT-124)
113 Contribute to the general upkeep and protection of the facility (WT-117)
114 Clean and maintain sundry small plant and equipment (WT-118)
205 Control the safety of vehicle movements on waste management facilities (WT-116)
206 Contribute the maintenance of security in the work environment (WT-119)
0736-06  Level 2 NVQ in Waste Management Operations (Landfill)

Candidates must achieve all SIX mandatory units plus at least FOUR optional units.

Mandatory units

101 Contribute to the maintenance of a healthy and safe working environment (WM-102)
102 Comply with emergency procedures (WM-104)
103 Work in a team (WM-105)
201 Promote and maintain the quality of an organisation's work (WM-101)
202 Develop and maintain effective working relationships (WM-103)
203 Maintain information systems to support work (WM-106)

Optional units

107 Contribute to the protection of the environment (WT-111)
113 Contribute to the general upkeep and protection of the facility (WT-117)
205 Control the safety of vehicle movements on waste management facilities (WT-116)
206 Contribute the maintenance of security in the work environment (WT-119)
209 Receive and validate waste (WT-103)
211 Direct waste loads (WT-108)
212 Prepare vehicles or plant for use on waste management facilities (WT-112)
213 Control and carry out landfilling of waste (WT-109)
214 Carry out environmental monitoring and testing on waste management facilities (WT-112)
215 Advise and inform colleagues on facility environmental protection matters (WT-113)
216 Perform safely in the working areas (WT-114)
217 Deal with matters other than waste (WT-115)
222 Carry out mechanical handling of wastes or materials (WT-130)
0736-07  Level 1 NVQ in Waste Management Operations (Treatment)

Candidates must achieve all FIVE mandatory units plus at least THREE optional units.

Mandatory units

101 Contribute to the maintenance of a healthy and safe working environment (WM-102)
102 Comply with emergency procedures (WM-104)
103 Work in a team (WM-105)
104 Contribute to the maintenance of the quality of the organisation's work (WM-107)
105 Maintain effective working relationships (WM-108)

Optional units

107 Contribute to the protection of the environment (WT-111)
110 Contribute to the receipt and dispatch of wastes and materials (WT-105)
111 Contribute to the storage of wastes and operating materials within a waste facility (WT-106)
112 Process received clinical waste (WT-107)
113 Contribute to the general upkeep and protection of the facility (WT-117)
114 Clean and maintain sundry small plant and equipment (WT-118)
115 Assist in running waste treatment operations (WT-128)
116 Contribute to maintaining condition of treatment equipment (WT-129)
205 Control the safety of vehicle movements on waste management facilities (WT-116)
206 Contribute the maintenance of security in the work environment (WT-119)
Candidates must achieve all SIX mandatory units plus at least FOUR optional units.

**Mandatory units**

101 Contribute to the maintenance of a healthy and safe working environment (WM-102)
102 Comply with emergency procedures (WM-104)
103 Work in a team (WM-105)
201 Promote and maintain the quality of an organisation's work (WM-101)
202 Develop and maintain effective working relationships (WM-103)
203 Maintain information systems to support work (WM-106)

**Optional units**

107 Contribute to the protection of the environment (WT-111)
113 Contribute to the general upkeep and protection of the facility (WT-117)
205 Control the safety of vehicle movements on waste management facilities (WT-116)
206 Contribute the maintenance of security in the work environment (WT-119)
207 Transport wastes and materials (WT-121)
208 Collect and deliver waste materials (WT-122)
210 Store wastes and operating materials within a waste facility (WT-103)
214 Carry out environmental monitoring and testing on waste management facilities (WT-112)
215 Advise and inform colleagues on facility environmental protection matters (WT-113)
216 Perform safely in the working areas (WT-114)
218 Select and install/remove containers (WT-120)
219 Run waste treatment operations (WT-125)
220 Maintain condition of treatment equipment (WT-126)
221 Exchange responsibility for control of waste management requirements (WT-127)
222 Carry out mechanical handling of wastes or materials (WT-130)
0735-09  Level 1 NVQ in Waste Management Operations

Candidates must achieve all FIVE mandatory units plus at least THREE optional unit.

**Mandatory units**

101 Contribute to the maintenance of a healthy and safe working environment (WM-102)
102 Comply with emergency procedures (WM-104)
103 Work in a team (WM-105)
104 Contribute to the maintenance of the quality of the organisation's work (WM-107)
105 Maintain effective working relationships (WM-108)

**Optional units**

106 Remove waste (WT-104)
107 Contribute to the protection of the environment (WT-111)
108 Contribute to the maintenance of security and vehicle operations (WT-106)
109 Contribute to the support of operations (WT-124)
110 Contribute to the receipt and dispatch of wastes and materials (WT-105)
111 Contribute to the storage of wastes and operating materials within a waste facility (WT-106)
112 Process received clinical waste (WT-107)
113 Contribute to the general upkeep and protection of the facility (WT-117)
114 Clean and maintain sundry small plant and equipment (WT-118)
115 Assist in running waste treatment operations (WT-128)
116 Contribute to maintaining condition of treatment equipment (WT-129)
205 Control the safety of vehicle movements on waste management facilities (WT-116)
206 Contribute the maintenance of security in the work environment (WT-119)
0735-10  Level 2 NVQ in Waste Management Operations

Candidates must achieve all SIX mandatory units plus at least FOUR optional units.

**Mandatory units**

101 Contribute to the maintenance of a healthy and safe working environment (WM-102)
102 Comply with emergency procedures (WM-104)
103 Work in a team (WM-105)
201 Promote and maintain the quality of an organisation's work (WM-101)
202 Develop and maintain effective working relationships (WM-103)
203 Maintain information systems to support work (WM-106)

**Optional units**

107 Contribute to the protection of the environment (WT-111)
113 Contribute to the general upkeep and protection of the facility (WT-117)
204 Control the removal of waste (WT-101)
205 Control the safety of vehicle movements on waste management facilities (WT-116)
206 Contribute the maintenance of security in the work environment (WT-119)
207 Transport wastes and materials (WT-121)
208 Collect and deliver waste materials (WT-122)
209 Receive and validate waste (WT-103)
210 Store wastes and operating materials within a waste facility (WT-103)
211 Direct waste loads (WT-108)
212 Prepare vehicles or plant for use on waste management facilities (WT-112)
213 Control and carry out landfilling of waste (WT-109)
214 Carry out environmental monitoring and testing on waste management facilities (WT-112)
215 Advise and inform colleagues on facility environmental protection matters (WT-113)
216 Perform safely in the working areas (WT-114)
217 Deal with matters other than waste (WT-115)
218 Select and install/remove containers (WT-120)
219 Run waste treatment operations (WT-125)
220 Maintain condition of treatment equipment (WT-126)
221 Exchange responsibility for control of waste management requirements (WT-127)
222 Carry out mechanical handling of wastes or materials (WT-130)
Section 2 - Assessment requirements

Assessment requirements for 0736 NVQs in Waste Management Operations

This section addresses the responsibilities of WINTO in respect of the four components of an assessment strategy:

- the recommended approach to external quality control of assessment
- mandatory requirements for evidence from performance in the workplace
- where simulated working conditions may be deployed to assess competence and the characteristics that simulation should have
- the occupational expertise requirements for assessors and verifiers

A. External Quality Control of Assessment

City & Guilds will meet this requirement through its system of statistical analysis and risk rating of centres. No action is required by the centre.

B. Mandatory Assessment through Workplace Performance

1. The use of evidence derived from a candidate’s workplace performance is a mandatory requirement for all aspects of each unit within the NVQs/SVQs, unless otherwise specified within that unit. The workplace should be used as the primary assessment location and naturally occurring workplace evidence should be the primary source of evidence.

2. The few exceptions to this requirement, for which performance evidence from simulation and/or inferred evidence from questioning is permitted, are clearly marked on the standards themselves.

C. The use of simulation and the characteristics it should have

1. Components of the national occupational standards against which performance evidence from simulations is permitted are clearly identified within the standards. Simulations must be designed so that they replicate real work activities as closely as is practicable and should be current and valid to the activity being assessed.

2. Simulated working conditions must be designed to achieve the following:
   - the contingency to which the candidate is required to respond must be realistic and reasonable in terms of its scale and the speed of response required;
   - the candidate must be able to demonstrate the actions s/he would take, using equipment commonly found within a typical waste management facility;
   - information available to the candidate on the nature of the contingency and the response expected must be consistent with the policies and practices of a typical waste management facility.
3. The only exception to this is in the assessment of Unit 11 Create effective working relationships (Unit C4 of the Management Standards). The unit is an imported unit originating from the Employment NTO; it appears in the Level 3 and Level 4 Waste Management Operations NVQs and SVQs. Simulation must only be practised under the conditions of realistic working environments (RWEs). A realistic working environment is defined for this unit as:

- A place where work activities are carried out and the people, resources and activities within that workplace are managed to achieve organisational aims.
- Working conditions should reflect those found in the workplace and include facilities, equipment and materials used in the workplace for the activities being assessed. It will also include relationships, constraints and pressures met in the workplace.
- Realistic work environments that would challenge, and are specific to, the candidate in the same way as the real workplace.

RWEs must be environments which occur in the natural performance of the job and:

- involve the same personnel as would usually be included in the situation
- be based as far as possible where the candidate would usually be based
- involve the same facilities, or lack of them, that would normally occur
- involve tasks that are not isolated
- use the same amount of time and have the same disruptions as the normal working situation
- apply other constraints and pressures, including limited resources, emotional tension
- require the same behaviour as the candidate’s own job.

D. Occupational expertise requirements of Assessors and Verifiers

1. All assessors and verifiers will either hold the relevant qualification for assessors/verifiers of national occupational standards or have a development plan indicating progress towards that qualification.

2. In addition, assessors must have sufficient relevant and recent experience and understanding to competently assess candidates, including for the NVQs and SVQs which lead to the award of a COTC, a sound knowledge of working to the conditions of a Waste Management Licence and/or authorisation. Accordingly, new assessors should have held a post or posts for at least three years within the previous seven years, which involved at least one of the following:

For the NVQs and SVQs at level 3 & 4 which lead to the award of a COTC:
- management of a similar waste management facility
- area management of direct operational managers
- working alongside site managers as a result of developing, auditing or commissioning operational facilities.

For the NVQs and SVQs at levels 1, 2, 3 & 4 which do not directly relate to a COTC:
- working in the role/job function of the awards requested for Assessor/Verifier approval
- “supervisory grade” held by the applicant in the category of award to be approved
- holding an appropriate Waste Management Operations award at least one level higher than the award they will assess
- holding equivalent qualifications or experience to the standards they are assessing/verifying
3. Assessors and verifiers must:
   • have an up-to-date and working knowledge of the specific functions or aspects of work they are assessing/verifying
   • have sound and in-depth knowledge of the relevant National Occupational Standards
   • have good communication and interpersonal skills.

Assessors for level 1 and level 2 NVQs and SVQs must demonstrate that they are able to modify their approach to meet the needs of candidates at that level.

4. WINTO requires External Verifiers to ensure that the assessment practices of individual assessors are in line with current industry processes, or that measures are in place to facilitate the achievement of such currency.

5. Assessors and verifiers must be prepared to participate in training initiatives for their continued professional development of assessment and verification practices.

6. Internal Verifiers must meet the same occupational experience and CPD requirements as set out above for assessors.
Section 3 – National Occupational Standards

The National Occupational Standards are located in a separate directory on this CD-ROM.
Further information

Further information regarding centre/scheme approval or any aspect of assessment of the NVQs should be referred to the relevant City & Guilds regional/national office:

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