

# Level 4 Diplomas in Management of Recycling Activities (0748-40/41)



## **Qualification handbook for centres**

Collection Pathway

Contractor Pathway

Processing Pathway

Procurement Pathway

Storage Pathway

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September 2012  
Version 2.1

<b>Version and date</b>	<b>Change detail</b>	<b>Section</b>
2.0 May 2012	Amend rules of combination (RoC)	Qualification structure
2.1 Sep 2012	Re-format RoC	Qualification structure

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# 1 Introduction to the qualifications

This document contains the information that centres need to offer the following qualifications:

Qualification title and level	City & Guilds qualification number	Qualification accreditation number	Registration and certification
Level 4 Diploma for Management of Recycling Activities	0748-40	600/1472/6	Please see Walled Garden/Online Catalogue for last dates
Level 4 Diploma for Management of Recycling Activities: Small Scale Operations	0748-41	600/1450/7	

The Waste Management and Recycling industries are rapidly changing in response to Government initiatives to reduce the amount of waste going to landfill, and the associated emissions of greenhouse gases. New technologies and new processes are being developed that require the up-skilling of existing employees. In addition, the sector needs to attract new staff in order to meet the challenges set by the Government.

The City & Guilds Level 4 Diplomas in Management of Recycling Activities are suitable for people working in a management role in a recycling facility, and for those looking to pursue a more senior management position with related organisations. The qualifications allow candidates to learn, develop and practice the skills required for employment in this sector, and enabling them to move into more senior positions in the industry. It also provides accreditation of existing skills and proof of occupational competence.

The qualifications were developed in collaboration with the Sector Skills Council EU Skills.

## 1.1 Qualification structure

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities (Collection)**, learners must achieve:

- a minimum of **76** credits:
- **62** credits from the mandatory units
- a minimum of **7** credits from the optional group A
- a minimum of **7** credits from optional group B.

Unit accreditation number	City & Guilds unit	Unit title	Mandatory/ optional for full qualification	Credit value
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Mandatory	4
A/602/0552	316	Maintain protection of the environment during the collection of recyclables and other materials	Mandatory	4

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
K/602/0532	403	Manage the collection of recyclables and other materials	Mandatory	7
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
H/600/9674	407	Plan, allocate and monitor work in own area of responsibility	Mandatory	5
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9759	504	Monitor and review business processes	Mandatory	3
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional Group A	7
L/601/1239	405	Build and maintain effective customer relations	Optional Group A	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional Group A	10
J/600/9750	409	Plan and manage a project	Optional Group A	8
F/602/0519	307	Plan and maintain transport operations for recycling activities	Optional Group B	7
H/602/0528	401	Control maintenance and other engineering operations for recycling activities	Optional Group B	9

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities (Contractor)**, learners must achieve:

- a minimum of **71** credits:
- **47** credits from the mandatory units
- a minimum of **7** credits from the optional group A
- a minimum of **17** credits a minimum of 3 units from optional group B.

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
H/600/9674	407	Plan, allocate and monitor work in own area of responsibility	Mandatory	5

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9759	504	Monitor and review business processes	Mandatory	3
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional Group A	7
L/601/1239	405	Build and maintain effective customer relations	Optional Group A	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional Group A	10
J/600/9750	409	Plan and manage a project	Optional Group A Optional Group B	8
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Optional Group B	4
R/602/0525	410	Prepare proposals and obtain contracts for recycling services	Optional Group B	13
M/602/0547	411	Manage contracts for recycling services	Optional Group B	5

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities (Processing)**, learners must achieve

- a minimum of **73** credits:
- **66** credits from the mandatory units
- a minimum of **7** credits from the optional group.

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
M/602/0533	311	Control activities for the processing and storage of recyclables and other materials	Mandatory	5
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Mandatory	4
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
H/600/9674	407	Plan, allocate and monitor work in own area of responsibility	Mandatory	5

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
L/602/0538	412	Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials	Mandatory	5
M/602/0550	413	Manage the reception of recyclables and other materials	Mandatory	5
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9759	504	Monitor and review business processes	Mandatory	3
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional	7
L/601/1239	405	Build and maintain effective customer relations	Optional	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional	10
J/600/9750	409	Plan and manage a project	Optional	8

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities (Procurement)**, learners must achieve:

- a minimum of **74** credits:
- **47** credits from the mandatory units,
- a minimum of **7** credits from the optional group A
- a minimum of **20** credits from a minimum of 3 units from optional group B.

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
H/600/9674	407	Plan, allocate and monitor work in own area of responsibility	Mandatory	5
R/502/6363	502	Manage and plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9759	504	Monitor and review business processes	Mandatory	3
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional Group A	7
L/601/1239	405	Build and maintain effective customer relations	Optional Group A	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional Group A	10
J/600/9750	409	Plan and manage a project	Optional Group A	8
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Optional Group B	4
J/600/9750	409	Plan and manage a project	Optional Group B	8
D/602/0544	414	Award contracts for the supply of recycling activities	Optional Group B	8
L/602/0541	415	Manage Recycling contracts	Optional Group B	13

To achieve **the Level 4 Diploma for Management of Sustainable Recycling Activities (Storage)**, learners must achieve:

- a minimum of **76** credits:
- **69** credits from the mandatory units
- a minimum of **7** credits from the optional group.

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Mandatory	4
T/602/0534	317	Manage the sorting, storage and movement of recyclables and other materials	Mandatory	8
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
H/600/9674	407	Plan, allocate and monitor work in own area of responsibility	Mandatory	5
L/602/0538	412	Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials	Mandatory	5
M/602/0550	413	Manage the reception of recyclables and other materials	Mandatory	5
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9759	504	Monitor and review business processes	Mandatory	3

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional	7
L/601/1239	405	Build and maintain effective customer relations	Optional	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional	10
J/600/9750	409	Plan and manage a project	Optional	8

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities: Small Scale Operations (Collection)**, learners must achieve:

- a minimum of **74** credits:
- **60** credits from the mandatory units,
- a minimum of **7** credits from the optional group A
- a minimum of **7** credits from optional group B.

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
A/601/5528	313	Getting the best out of staff in the business	Mandatory	3
T/500/4601	314	Recruit people for your business	Mandatory	3
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Mandatory	4
A/602/0552	316	Maintain the protection of the environment during the collection of recyclables and other materials	Mandatory	4
K/602/0532	403	Manage the collection of recyclables and other materials	Mandatory	7
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional Group A	7
L/601/1239	405	Build and maintain effective customer relations	Optional Group A	8

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
F/602/0553	408	Identify and implement improvements to recycling activities	Optional Group A	10
J/600/9750	409	Plan and manage a project	Optional Group A	8
F/602/0519	307	Plan and maintain transport operations for recycling activities	Optional Group B	7
H/602/0528	401	Control maintenance and other engineering operations for recycling activities	Optional Group B	9

To achieve **the Level 4 Diploma for Management of Sustainable Recycling Activities: Small Scale Operations (Contractor)**, learners must achieve:

- a minimum of **69** credits.
- **45** credits from the mandatory units,
- a minimum of **7** credits from the optional group A
- a minimum of **17** credits from a minimum of 3 units from optional group B.

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
A/601/5528	313	Getting the best out of staff in the business	Mandatory	3
T/500/4601	314	Recruit people for your business	Mandatory	3
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
R/502/6363	502	Manage and plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional Group A	7
L/601/1239	405	Build and maintain effective customer relations	Optional Group A	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional Group A	10
J/600/9750	409	Plan and manage a project	Optional Group A	8
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Optional Group B	4
J/600/9750	409	Plan and manage a project	Optional Group B	8
R/602/0525	410	Prepare proposals and obtain contracts for recycling services	Optional Group B	13

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
M/602/0547	411	Manage contracts for recycling services	Optional Group B	5

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities: Small Scale Operations (Processing)**, learners must achieve:

- a minimum of **71** credits:
- **64** credits from the mandatory units,
- a minimum of **7** credits from the optional group.

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
M/602/0533	311	Control activities for the processing and storage of recyclables and other materials	Mandatory	5
A/601/5528	313	Getting the best out of staff in the business	Mandatory	3
T/500/4601	314	Recruit people for your business	Mandatory	3
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Mandatory	4
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
L/602/0538	412	Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials	Mandatory	5
M/602/0550	413	Manage the reception of recyclables and other materials	Mandatory	5
R/502/6363	502	Manage and Plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional	7
L/601/1239	405	Build and maintain effective customer relations	Optional	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional	10
J/600/9750	409	Plan and manage a project	Optional	8

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities: Small Scale Operations (Procurement)**, learners must achieve:

- a minimum of **72** credits:
- **45** credits from the mandatory units,
- a minimum of **7** credits from the optional group A
- a minimum of **20** credits from a minimum of 3 units from optional group B.

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
A/601/5528	313	Getting the best out of staff in the business	Mandatory	3
T/500/4601	314	Recruit people for your business	Mandatory	3
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
R/502/6363	502	Manage and plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional Group A	7
L/601/1239	405	Build and maintain effective customer relations	Optional Group A	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional Group A	10
J/600/9750	409	Plan and manage a project	Optional Group A	8
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Optional Group B	4
J/600/9750	409	Plan and manage a project	Optional Group B	8
D/602/0544	414	Award contracts for the supply of recycling activities	Optional Group B	8
L/602/0541	415	Manage recycling contracts	Optional Group B	13

To achieve the **Level 4 Diploma for Management of Sustainable Recycling Activities: Small Scale Operations (Storage)**, learners must achieve

- a minimum of **74** credits:
- **67** credits from the mandatory units
- a minimum of **7** credits from the optional group.

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
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<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Mandatory/ optional for full qualification</b>	<b>Credit value</b>
H/601/6687	308	Conduct a health and safety risk assessment of the workplace	Mandatory	6
A/601/5528	313	Getting the best out of staff in the business	Mandatory	3
T/500/4601	314	Recruit people for your business	Mandatory	3
L/602/0555	315	Manage systems for responding to emergencies during recycling activities	Mandatory	4
T/602/0534	317	Manage the sorting, storage and movement of recyclables and other materials	Mandatory	8
L/600/9703	404	Develop and implement a risk assessment plan in own area of responsibility	Mandatory	6
M/600/9676	406	Support learning and development within own area of responsibility	Mandatory	5
L/602/0538	412	Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials	Mandatory	5
M/602/0550	413	Manage the reception of recyclables and other materials	Mandatory	5
R/502/6363	502	Manage and plan an operational area within an organisation	Mandatory	9
M/600/9662	503	Work productively with colleagues and stakeholders	Mandatory	6
A/600/9695	505	Manage a budget for own area or activity of work	Mandatory	7
D/601/1231	306	Organise the promotion of additional services or products to customers	Optional	7
L/601/1239	405	Build and maintain effective customer relations	Optional	8
F/602/0553	408	Identify and implement improvements to recycling activities	Optional	10
J/600/9750	409	Plan and manage a project	Optional	8

## 1.2 Opportunities for progression

On completion of these qualifications candidates may progress into employment or candidates who enjoy leading teams of people at work could also move onto a qualification as a Team Leader or Supervisor such as qualifications at Levels 2, 3 and 4 through the Institute of Leadership and Management (ILM) as a Team Leader or Supervisor such as qualifications at Levels 2, 3 and 4 through the Institute of Leadership and Management (ILM). Qualification support materials.

## 1.3 Qualification support materials

City & Guilds also provides the following publications and resources specifically for these qualifications:

<b>Description</b>	<b>How to access</b>
Candidate logbook	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>

## 2 Centre requirements

This section outlines the approval processes for Centres to offer these qualifications and any resources that Centres will need in place to offer the qualifications including qualification-specific requirements for Centre staff.

### Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the qualification Level 4 NVQ in The Management of Recycling Operations (0738-40 to 0738-44) or Level 4 NVQ in The Management of Recycling Operations (Small Scale) (0738-45 to 0738-49) will receive automatic approval to run the new Level 4 Diploma in Management of Sustainable Recycling Activities (0748-40) and Level 4 Diploma in Management of Sustainable Recycling Activities: Small Scale Operations (0748-41).

### 2.1 Resource requirements

#### Human resources

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

#### Assessors and internal verifiers

Centre staff should hold, or be working towards, the relevant experience requirements outlined below.

- Demonstrate a high level of interpersonal and communication skills
- Have up-to-date knowledge of current practice and emerging issues within their industry and be aware there may be differences between the 4 UK countries
- Have a thorough understanding of the national occupational standards for the qualifications they are assessing or verifying and be able to interpret them and offer advice on assessment-related matters
- Show experience and working knowledge of the assessment and verification processes relating to the context in which they are working
- Demonstrate they have relevant and credible technical and/or industrial experience not more than 5 years old – at a level relevant to their role and the award
- Show they are able to act as an emissary of the awarding body and be able to facilitate consistency across centres

If assessing or internally verifying a Level 3 or 4 qualification which leads to a COTC (or equivalent), staff must have held one of the following posts:

- Management of a similar waste management facility
- Area management of direct operational management
- Working alongside site managers as a result of developing, auditing or commissioning operational facilities.

If assessing or internally verifying a Level 1 to 4 qualification which is not leading to a COTC (or equivalent), staff must have held one of the following posts:

- Hold a 'supervisory grade' in the category of the award to be assessed or verified
- Have an approved qualification at least one level higher than the award they will assess or verify.

## **Continuing professional development (CPD)**

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.

## **2.2 Candidate entry requirements**

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

There are no formal entry requirements for candidates undertaking these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

## **Age restrictions**

There are no age limits attached to candidates undertaking the qualifications unless this is a legal requirement of the process or the environment.

## 3 Course design and delivery

### 3.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualification they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

### 3.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification.

When designing and delivering the course programme, centres might wish to incorporate other teaching and learning that is not assessed as part of the qualification. This might include the following:

- literacy, language and/or numeracy
- personal learning and thinking
- personal and social development
- employability

Where applicable, this could involve enabling the candidate to access relevant qualifications covering these skills.

## 4 Assessment

### 4.1 Summary of assessment methods

For these qualifications, candidates will be required to complete the following assessments:

- a portfolio of evidence for **each** unit.

### 4.2 Recording forms

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: [www.cityandguilds.com/eportfolios](http://www.cityandguilds.com/eportfolios).

City & Guilds has developed logbooks for this qualification. They are available from the City & Guilds website or can be ordered from Publications.

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre.

### 4.3 Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) recognises the contribution a person's previous experience could contribute to a qualification.

## 5 Units

### Availability of units

The units for these qualifications follow. The learning outcomes and assessment criteria are also viewable on the Ofqual Register. [www.register.ofqual.gov.uk](http://www.register.ofqual.gov.uk)

### Structure of units

The units in these qualifications are written in a standard format and comprise the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria

## Unit 306

# Organise the promotion of additional services and products to customers

**Level:** 3  
**Credit value:** 7  
**UAN:** A/602/0910

### Unit aim

This unit is about expanding and extending the relationship with your customers by persuading them to make use of additional services and products that you can offer. Your services or products will remain viable only if they are used by customers. The unit covers the way you organise customer service to promote additional use of your services or products by communicating with customers and then delivering those services or products effectively. It is also about monitoring your successes and failures and recognising the best way to approach your customers with additional services or products for the future. You need to show that you are promoting the services or products by encouraging more people to use them.

### Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. Be able to offer additional services or products
2. Be able to organise support to promote use of additional services or products
3. Be able to monitor the promotion of additional services or products
4. Understand how to organise and promote services or products to customers.

### Guided learning hours

It is recommended that **43** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS A15.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence

# **Unit 306                    Organise the promotion of additional services and products to customers**

## Assessment Criteria

### **Outcome 1    Be able to offer additional services or products**

The learner can:

1. offer additional services or products to customers
2. identify the benefits of offering additional services or products for customers and the organisation
3. explain the features and benefits of additional services or products to customers
4. identify ways of encouraging customers to ask about additional services or products.

### **Outcome 2    Be able to organise support to promote use of additional services or products**

The learner can:

1. discuss with others ways of promoting additional services or products to customers
2. implement procedures to ensure that customers interested in additional services or products are dealt with promptly
3. promote services or products which will suit customers but which are supplied from outside their own area of the organisation
4. help customers to access services or products which are supplied outside of their own area of the organisation.

### **Outcome 3    Be able to monitor the promotion of additional services or products**

The learner can:

1. devise methods to inform customers about additional services or products
2. use different methods to inform customers about additional services and products and record successes and failures against each method
3. use their record of successes and failures to identify the best approach for offering additional services or products
4. share information with others regarding the best approach to take when offering additional services or products to customers.

### **Outcome 4    Understand how to organise and promote services or products to customers**

The learner can:

1. describe their organisation's procedures and systems for encouraging the use of additional services or products
2. explain how the use of additional services or products will benefit their customers
3. describe the main factors that influence customers to use their services or products
4. explain how to introduce additional services or products to customers outlining their benefits, overcoming reservations and agreeing to provide the additional services or products
5. describe how to give appropriate, balanced information to customers about services or products.

## Unit 307

# Plan and maintain transport operations for recycling activities

**Level:** 3  
**Credit value:** 7  
**UAN:** F/602/0519

### Unit aim

This unit is about planning and maintaining transport operations in the recycling sector.

### Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

1. Be able to plan and maintain transport operations
2. Be able to use and communicate data and information
3. Be able to resolve problems that could affect transport operations
4. Be able to work in a manner which underpins effective performance
5. Understand the regulations, procedures and requirements for recycling
6. Understand transport operations for recycling activities.

### Guided learning hours

It is recommended that 26 hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.7

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence

# **Unit 307            Plan and maintain transport operations for recycling activities**

## Assessment Criteria

### **Outcome 1    Be able to plan and maintain transport operations**

The learner can:

1. assess and quantify the loads to be moved and ensure that the resources are available
2. organise loads and routes to make optimum use of resources
3. confirm routes and operating schedules with recipients and colleagues
4. use previous experience and data to help the planning process
5. take account of external constraints
6. take into account organisational constraints
7. check plans to make sure they comply with organisational requirements
8. resolve any problems which may arise during the transport operations and prepare contingency plans
9. prepare all documents which are specified as necessary by the organisation
10. resolve problems which arise in transit
11. make sure work activities meet legal, organisational, and recipient's requirements.

### **Outcome 2    Be able to use and communicate data and information**

The learner can:

1. maintain effective communication, collect data to monitor and evaluate transport movements to improve operational efficiency
2. report environmental incidents promptly and accurately in accordance with approved procedures and practices
3. report promptly, to the appropriate people, unsound environmental practices
4. maintain records and data accordingly to meet organisational and legal requirements.

### **Outcome 3    Be able to resolve problems that could affect transport operations**

The learner can:

1. resolve routine problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures
3. report to the correct personnel any situations that require additional intervention
4. report pollution incidents to correct people.

### **Outcome 4    Be able to work in a manner which underpins effective performance**

The learner can:

1. demonstrate vigilance to potential risks and hazards
2. demonstrate encouragement and support to others.

## **Outcome 5 Understand the regulations, procedures and requirements for recycling**

The learner can:

1. describe the main responsibilities of the employer and employee under the Health and Safety at Work Act 1974
2. explain the procedures for handling hazardous materials
3. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored
4. describe organisational accident and incident recording and reporting procedures.

## **Outcome 6 Understand transport operations for recycling activities**

The learner can:

1. describe the legislative requirements in relation to the movement of recyclable materials
2. describe the legislative and organisational requirement regarding agreements and contracts
3. describe the importance of effective planning in the movement of recyclables and other materials
4. explain how to plan to meet the organisation's objectives
5. explain how to identify and resolve problems
6. explain how to communicate effectively
7. describe the types of information needed to evaluate transport efficiency
8. explain different means of gathering information
9. explain how to monitor the transport plan effectively.

## Unit 308

# Conduct a health and safety risk assessment of the workplace

**Level:** 3

**Credit value:** 6

**UAN:** H/601/6687

### Unit aims

This unit is for people carrying out a risk assessments in the workplace. This could be an employer, line manager, supervisor, safety representative or employee. This unit is about the competences needed to identify hazards in the workplace, to make recommendations to control the risk and to review the results.

### Learning outcomes

There are **five** learning outcomes to this unit. The learner will:

1. Be able to prepare for a workplace risk assessment
2. Be able to identify hazards in the workplace
3. Be able to conduct a risk assessment of the workplace
4. Be able to review risk assessment
5. Know the employers responsibility for risk assessments as required by current legislation.

### Guided learning hours

It is recommended that 32 hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national occupational standards

This unit is linked to the HSS6.

### Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC

### Assessment

This unit will be assessed by a portfolio of evidence.

# **Unit 308            Conduct a health and safety risk assessment in the workplace**

## **Assessment Criteria**

### **Outcome 1    Be able to prepare for a workplace risk assessment**

The learner can:

1. evaluate the workplace to decide areas for risk assessment
2. select the method of hazard identification appropriate to the workplace being assessed and in line with legal requirements
3. list the hazards in a way which meets legal, good practice and workplace requirements
4. recognise own limitations and seek expert advice and guidance on operational controls when appropriate.

### **Outcome 2    Be able to identify hazards in the workplace**

The learner can:

1. make sure the hazard investigation fully identifies those areas in the workplace where hazards with a potential for serious harm to health and safety are most likely to occur with impact on:
  - a) people in the workplace
  - b) other people.

### **Outcome 3    Be able to conduct a risk assessment in the workplace**

The learner can:

1. carry out risk assessment of the hazards identified using appropriate documentation
2. assess the level of risk and how risks can be controlled to minimise harm
3. assess the level of risk, identifying those that could not be eliminated
4. prioritise hazards which could result in serious harm to people at work and other people
5. identify control measures and implement and record them, include actions with expected completion dates
6. identify changes to policies and practices resulting from the risk assessment
7. deliver findings of the risk assessment with actions identified.

### **Outcome 4    Be able to review risk assessment**

The learner can:

1. instigate a review that compares the latest risk assessment to current workplace and working practices and identify any significant differences between previous and new working practices
2. plan action to be taken resulting from the findings and:
  - a) identify new hazards arising from change
  - b) make changes to the risk assessment to include them
  - c) promptly inform everyone affected by the changes.

## **Outcome 5 Know the employers responsibility for risk assessments as required by current legislation**

The learner can:

1. explain own responsibilities for health and safety as defined by current legislation and:
  - a) specific legislation covering own job role
  - b) particular health and safety risks which may affect own job role and precautions required
2. identify resources for the risk assessment to take place and:
  - a) how and where to find expert advice and guidance.
  - b) the work areas and people for whom the learner is carrying out the risk assessment.
  - c) the work activities of the people in the workplace where the learner is carrying out the risk assessment
3. describe the purpose, legal implications and importance of carrying out risk assessments and:
  - a) the methods of identifying hazards including direct observation, examining records and conducting interviews
  - b) the workplace hazards most likely to cause harm.
  - c) the importance of remaining alert to the presence of hazards in the workplace
  - d) the importance of dealing with or promptly reporting risks
4. apply effective communication methods.

## Unit 311

# Control activities for the processing and storage of recyclables and other materials

**Level:** 3  
**Credit value:** 5  
**UAN:** M/602/0533

### Unit aim

This unit is about making sure the work carried out complies with relevant legislation.

### Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. Be able to monitor work carried out at the recycling processing or storage site
2. Be able to control work practices and make sure they are understood and followed
3. Be able to use and communicate data and information
4. Be able to resolve problems which could affect the sorting and storage of recyclable materials
5. Be able to work in a manner which underpins effective performance
6. Understand the regulations, procedures and requirements for recycling
7. Know how to control operations for the processing or storage of recyclables and other materials.

### Guided learning hours

It is recommended that **26** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.32.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

# **Unit 311                      Control activities for the processing and storage of recyclables and other materials**

## Assessment Criteria

### **Outcome 1      Be able to monitor work carried out at the recycling processing or storage units**

The learner can:

1. monitor work activities and methods and ensure they are carried out in accordance with organisational procedures and practices
2. establish a programme of work to achieve the standards required for processing or storage operations
3. follow organisational procedures to identify hazards and risks to safety, health and the environment are minimised
4. make sure resources are available and operational to carry out work activities.

### **Outcome 2      Be able to control work practices and make sure they are understood and followed**

The learner can:

1. communicate programmes of work and operational instructions to all staff
2. make sure personnel comply with site operational procedures
3. make sure that personnel comply with systems of work.

### **Outcome 3      Be able to use and communicate data and information**

The learner can:

1. follow operational and organisational procedures for communicating information to other people
2. maintain records in accordance with operational and organisational requirements
3. inform correct personnel of any circumstance where information is incorrect.

### **Outcome 4      Be able to resolve problems which could affect the sorting of recyclable materials**

The learner can:

1. resolve day-to-day problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures
3. report any situations that require additional intervention to the appropriate personnel.

### **Outcome 5      Be able to work in a manner which underpins effective performance**

The learner can:

1. show vigilance to potential risks and hazards
2. demonstrate the use of different leadership styles in response to individual circumstances.

## **Outcome 6 Understand the regulations, procedures and requirements for recycling**

The learner can:

1. describe the main responsibilities of the employer and employee under the Health and Safety at Work Act 1974
2. explain the safe procedures for handling hazardous materials
3. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored
4. describe organisational accident and incident recording and reporting procedures.

## **Outcome 7 Know how to control operations for the processing or storage of recyclables and other materials**

The learner can:

1. describe the legislation, regulations and codes of practice applicable to safety, health and environment
2. describe the sorts of processing/storage processes suitable for the recyclables and other materials received on site, and the use and limitations of these
3. describe the handling implications of the recyclables and other materials processed/stored on site
4. describe the risks to safety, health and the environment arising from the treatment of recyclables and other materials and the procedures required to minimise and manage risk
5. explain how to communicate operational instructions orally and in writing
6. describe the importance of checking people's understanding of operational instructions and how to do this
7. describe the technical skills needed for the processing/storage operations carried out on site.

**Level:** 3  
**Credit value:** 3  
**UAN:** A/601/5528

### Unit aim

People are the most important asset in any business whether they are directly employed or not. Getting the right people, training them and helping them improve their performance is therefore a vital part of setting up a business and of its continuing successful development.

### Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to set performance targets for people in the business.
2. Be able to monitor performance against targets
3. Be able to deal with poor performance

### Guided learning hours

It is recommended that **21** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the SFEDI Ltd unit OP5 Make sure people can do their work

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

## **Unit 313            Getting the best out of staff in the business**

### Assessment Criteria

#### **Outcome 1    Be able to set performance targets for people in the business**

The learner can:

1. explain why and how target setting can contribute to the on-going success of the business
2. obtain and research the information needed to set performance targets and ensure legislation, codes of practice and industry requirements are complied with.
3. decide how to allocate work to individuals on a fair basis, taking into account their skills, knowledge, understanding and opportunities for development.
4. set different types of targets (for example, skills, productivity, quality) for people to indicate the performance standard or level expected for each person.

#### **Outcome 2    Be able to monitor performance against targets**

The learner can:

1. explain performance targets to the people involved and brief them about how their work will be assessed
2. encourage people to discuss issues and explain why it is important.
3. check the quality of work on a regular and fair basis against the standard or level of performance and give constructive and prompt feedback.
4. use and compare the effectiveness of different methods of recognising and rewarding success (for example, praise, rewards, and benefits).

#### **Outcome 3    Be able to deal with poor performance**

The learner can:

1. promptly identify poor performance and bring it directly to the attention of the person concerned.
2. make decisions about when, where and how, to discuss performance problems and justify these decisions according to the type, seriousness and complexity of the issue
3. agree follow-up actions with the person concerned, such as training and sources of support and explain their benefits
4. keep accurate and timely records of actions taken to deal with poor performance

**Level:** 3  
**Credit value:** 3  
**UAN:** T/500/4601

### Unit aim

You may be about to recruit your first member of staff or you may have had problems recruiting staff in the past. You may simply want to explore how to recruit staff suitable for your business. Whatever the size of your business, recruiting staff can be expensive and time-consuming. It is important that at the end of the process you have recruited a member of staff who can do what you need them to do.

### Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Understand how to set recruitment requirements for a possible job vacancy in your business
2. Understand how to advertise for a possible job vacancy in your business
3. Understand how to implement and evaluate the effectiveness of a recruitment process

### Guided learning hours

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS OP3.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSCC.

### Assessment

This unit will be assessed by a portfolio of evidence.

## **Unit 314          Recruit people for your business**

### Assessment Criteria

#### **Outcome 1      Understand how to set recruitment requirements for a possible job vacancy in your business**

The learner can:

1. identify the tasks, skills, knowledge and abilities required for a possible job vacancy and decide which should be essential or preferred
2. prepare a suitable job description and person specification for a job role
3. set suitable terms and conditions of employment for the vacancy, checking that they are in line with your business needs and current legal requirements

#### **Outcome 2      Understand how to advertise for a possible job vacancy in your business**

The learner can:

1. evaluate different methods and costs of advertising the job vacancy and select the most appropriate and cost effective method
2. choose a potential provider for the advertisement and explain how to negotiate terms
3. prepare an advertisement that is likely to attract applicants and which includes appropriate information, terms and conditions

#### **Outcome 3      Understand how to implement and evaluate the effectiveness of a recruitment process**

The learner can:

1. assess different methods of testing applicants and choose the best methods for the job vacancy making sure the process is fair, legal and valid
2. identify suitable criteria for short listing and selecting applicants for a job interview
3. prepare the interview questions, draw up a plan for the interviewers, and make sure that the selection criteria are understood by them
4. carry out interviews and evaluate the effectiveness of all aspects of the selection process

## Unit 315

# Manage systems for responding to emergencies during recycling activities

**Level:** 3  
**Credit value:** 4  
**UAN:** L/602/0555

### Unit aim

This unit is about implementing and maintaining systems and mechanisms to respond to potential emergencies which might arise during recycling activities.

### Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. Be able to manage emergency plans and procedures
2. Be able to maintain response to emergencies
3. Be able to use and communicate data and information
4. Be able to resolve problems that could effect the response to emergencies
5. Be able to work in a manner which underpins effective performance
6. Understand the regulation procedures and requirements for recycling
7. Know how to carry out emergency procedures

### Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.20.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

# **Unit 315            Manage systems for responding to emergencies during recycling activities**

## Assessment Criteria

### **Outcome 1    Be able to manage emergency plans and procedures**

The learner can:

1. review emergency systems and procedures to make sure they provide a response to emergencies
2. implement improvements as required
3. maintain continuous availability and serviceability of emergency equipment
4. communicate emergency plans and procedures to correct people.

### **Outcome 2    Be able to maintain response to emergencies**

The learner can:

1. make provision for practices and drills to be carried out routinely
2. involve all personnel in improving emergency procedures and practices
3. evaluate recommendations from accidents, incidents and near misses and make improvements to the emergency plan and its procedures

### **Outcome 3    Be able to use and communicate data and information**

The learner can:

1. report environmental incidents promptly and accurately in accordance with approved procedures and practices
2. report promptly, to the correct people, unsound environmental practices
3. follow operational and organisational procedures for communicating information to other people
4. maintain records in accordance with operational and organisational requirements
5. check with correct personnel any circumstances where information appears to be incorrect

### **Outcome 4    Be able to resolve problems that could affect the response to emergencies**

The learner can:

1. resolve routine problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures

### **Outcome 5    Be able to work in a manner which underpins effective performance**

The learner can:

1. demonstrate vigilance to potential risks and hazards.
2. demonstrate encouragement and support for others

## **Outcome 6 Understand the regulation procedures and requirements for recycling**

The learner can:

1. describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'
2. explain the safe procedures for handling hazardous materials
3. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored.
4. describe organisational accident and incident recording and reporting procedures.

## **Outcome 7 Know how to carry out emergency procedures**

The learner can:

1. explain the application of relevant legislation.
2. state the types and uses of emergency equipment
3. state the health and safety requirements
4. explain how to review emergency procedures
5. explain how to design and produce emergency systems and procedures
6. explain the handling implications of recyclables
7. explain how to introduce and establish emergency practices and drills.
8. describe the procedures for setting targets for practices and drills
9. explain how to evaluate performance against targets
10. explain how to use the evaluation of drills and practices in reviewing emergency procedures
11. explain how to develop emergency plans and procedures
12. explain how to develop a culture of safe working
13. describe ways of communicating for different purposes and situations

## Unit 316

# Maintain protection of the environment during the collection of recyclables and other materials

**Level:** 3  
**Credit value:** 4  
**UAN:** A/602/0552

### Unit aim

This unit is about ensuring the protection of the environment during the collection of recyclables and other materials.

### Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. Be able to implement systems to identify and respond to risks to the environment
2. Be able to develop a work environment that promotes responsibility for environmental well being
3. Be able to use and communicate data and information
4. Be able to resolve problems that could affect the environment
5. Be able to work in a manner which underpins effective performance
6. Understand the regulation procedures and requirements for recycling
7. Understand environmental protection

### Guided learning hours

It is recommended that **9** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.22.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

## **Unit 316            Maintain protection of the environment during the collection of recyclables and other materials**

### Assessment Criteria

#### **Outcome 1    Be able to implement systems to identify and respond to risks to the environment**

The learner can:

1. implement and maintain quality assurance practices to deal safely with the threats to the environment
2. implement monitoring and recording systems to check they are being used correctly
3. implement a quality assurance system to protect the environment from harm which might be caused by collection operations
4. develop and promote a culture of environmental awareness within collection activities
5. use environmental awareness training to support collection activities
6. make sure there is a system in place to investigate incidents that may pose a threat to the environment.

#### **Outcome 2    Be able to develop a work environment that promotes responsibility for environmental well being**

The learner can:

1. communicate the environmental procedures to all staff in line with organisational procedures
2. promote the organisation's commitment to environmental protection and encourage staff to demonstrate their commitment through contributions to reviews of practices and procedures
3. make sure staff have received relevant training on implementing environmental procedures and address any shortfalls which are identified
4. investigate and correct any situations where there is non-compliance with protection procedures

#### **Outcome 3    Be able to use and communicate data and information**

The learner can:

1. report environmental incidents in accordance with organisational procedures and practices
2. report to the correct people, unsound environmental practices
3. follow operational and organisational procedures for communicating information to other people
4. maintain records in accordance with organisational requirements
5. check with correct personnel any circumstances where information appears to be incorrect

#### **Outcome 4    Be able to resolve problems that could affect the environment**

The learner can:

1. resolve day-to-day problems with the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role to the correct personnel
3. report to the correct personnel any situations that require additional intervention
4. report pollution incidents to the correct people

## **Outcome 5 Be able to work in a manner which underpins effective performance**

The learner can:

1. demonstrate vigilance to potential risks and hazards
2. demonstrate the use of different leadership styles in response to individual circumstances

## **Outcome 6 Understand the regulation procedures and requirements for recycling**

The learner can:

1. describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'
2. explain the safe procedures for handling hazardous materials
3. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored
4. describe organisational accident and incident recording and reporting procedures

## **Outcome 7 Understand environmental protection**

The learner can:

1. describe the environmental protection legislation
2. explain how to develop and implement systems and procedures for monitoring the environment
3. explain what information and reporting is required by legislation and organisational policy
4. describe the possible environmental threats posed by recycling activities
5. describe the mechanisms for dealing with environmental threats
6. describe the personal protective equipment and measures for ensuring adherence to health and safety legislation
7. explain the incident investigation, and reporting procedures
8. describe risk management
9. describe the organisation policy relating to protection of the environment and quality of collection and transport operations
10. explain the emergency systems and procedures
11. explain the methods for dealing with pollution, spillages and transportation
12. explain how to interpret and evaluate the results of operations, monitoring and analysing trends
13. describe the Interpersonal skills needed to deal with colleagues and others at all levels
14. explain how to develop and maintain a positive environmental culture

## Unit 317

# Manage the sorting, storage and movement of recyclables and other materials

**Level:** 3  
**Credit value:** 8  
**UAN:** T/602/0534

### Unit aim

This unit is about managing the sorting, storage and movement of recyclables and other materials.

### Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. Be able to manage the sorting, storage and movement of recyclables and other materials on sites
2. Be able to control vehicles, plant and crews on sites which handle recyclables and other materials
3. Be able to use and communicate data and information
4. Be able to resolve problems that could affect the sorting and storage of recyclable materials
5. Be able to work in a manner which underpins effective performance
6. Understand the regulation procedures and requirements for recycling
7. Know how to manage the sorting and storage of recyclables and other materials and the movement of vehicles on site

### Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.31.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

# **Unit 317            Manage the sorting, storage and movement of recyclables and other materials**

## Assessment Criteria

### **Outcome 1    Be able to manage the sorting, storage and movement of recyclables and other materials on sites**

The learner can:

1. implement and monitor procedures for the sorting, and storage, including temporary and short term storage, of recyclables and other materials to make sure all practices comply with organisational procedures and current legislation
2. make sure procedures for dealing with recyclable materials requiring specific handling are in place and implemented correctly
3. make adjustments to systems and procedures where evidence indicates changes are required to the way work is carried out
4. act upon unauthorised recyclable materials in accordance with organisational policy and procedures
5. monitor procedures to make sure records of all activities are complete and accurate and provide an audit trail

### **Outcome 2    Be able to control vehicles, plant and crews on sites which handle recyclables and other materials**

The learner can:

1. manage procedures for the compliance of vehicles, plant and crews on site in accordance with organisational procedures and practices
2. make sure crews and passengers of vehicles are made aware of the site rules
3. make sure crews due to leave the site are informed of any possible breach of transport regulations
4. use risk assessments to guide safety effectiveness and minimise risks which might arise from vehicles, plant and crews on site
5. make changes and remedy any unsafe work activities
6. investigate complaints from crews or other people connected with the site, or location, in own area of responsibility and take steps necessary to resolve them
7. operate and monitor procedures from the site visitors

### **Outcome 3    Be able to use and communicate data and information**

The learner can:

1. use the data and information from workplace risk assessments to inform the way systems and activities are designed, monitored and changed
2. make sure workers know the safe work systems and methods that are in place and that they understand them
3. report accidents promptly in compliance with organisational procedures
4. advise colleagues and workers of all new or changed work procedures and practices

#### **Outcome 4 Be able to resolve problems that could affect the sorting and storage of recyclable materials**

The learner can:

1. resolve day-to-day problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role using organisational procedures
3. report any situations that require additional intervention
4. report pollution incidents to the correct people

#### **Outcome 5 Be able to work in a manner which underpins effective performance**

The learner can:

1. show own vigilance to potential risks and hazards
2. demonstrate the use of different leadership styles in response to individual circumstances

#### **Outcome 6 Understand the regulation procedures and requirements for recycling**

The learner can:

1. describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'
2. explain the safe procedures for handling hazardous materials
3. state the types of personnel protective equipment and clothing needed and how they must be used, cleaned and stored
4. describe the organisational accident and incident recording and reporting procedures

#### **Outcome 7 Know how to manage the sorting and storage of recyclables and other materials and the movement of vehicles on site**

The learner can:

1. describe the legislation relating to the sorting and storing of recyclables and other materials and the movement of vehicles on site
2. describe the storage and handling implications of the recyclables and other material types handled on site
3. describe the different handling equipment available on site, and the function, use and limitations of each of these
4. describe the risks to the environment and human health arising from the movement, sorting and storage of recyclables and other materials and the proceed

## Unit 401

# Control maintenance and other engineering operations for recycling activities

**Level:** 4  
**Credit value:** 9  
**UAN:** H/602/0528

### Unit aim

This unit is about controlling maintenance and other engineering operations on recycling activities. It requires the production of maintenance schedules and giving clear instructions to those responsible for carrying them out. It involves monitoring work to ensure it complies with contractual and legal requirements.

### Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

1. Be able to control maintenance and other engineering operations for recycling activities
2. Be able to use and communicate data and information
3. Be able to resolve problems that could affect maintenance and other operations
4. Be able to work in a manner which underpins effective performance
5. Understand the regulations, procedures and requirements for recycling
6. Know how to control maintenance and other engineering operations.

### Guided learning hours

It is recommended that **55** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.24

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence

# **Unit 401                    Control maintenance and other engineering operations for recycling activities**

## Assessment Criteria

### **Outcome 1    Be able to control maintenance and other engineering operations for recycling activities**

The learner can:

1. confirm the maintenance activities that are required to achieve requirements and use the data to draw up the most suitable programme
2. schedule the time and resources available for undertaking the maintenance activities identified
3. produce maintenance schedules capable of meeting all relevant requirements and comply with legislation
4. plan own schedules to meet the requirements of external bodies and equipment manufacturers
5. produce contingency plans which take account of potential difficulties
6. specify and record the maintenance schedule in accordance with organisational procedures
7. implement procedures for test certificates and operator certificates to keep up-to-date
8. ensure those responsible for maintenance and other engineering activities will have the necessary resources available to carry out work to the required standard.

### **Outcome 2    Be able to use and communicate data and information**

The learner can:

1. communicate the maintenance schedules to the people involved in implementing them and to others who would be affected by them
2. provide clear and accurate instructions to those responsible for maintenance and other engineering activities and check understanding of requirements
3. review the frequency, nature and causes of breakdowns regularly and use the information to resolve the problems and prevent failures
4. follow organisational procedures for communicating information to other people
5. maintain records in accordance with organisational requirements
6. check with correct personnel any circumstance where information appears to be incorrect.

### **Outcome 3    Be able to resolve problems that could affect maintenance and other operations**

The learner can:

1. resolve routine problems within the responsibility of the job role
2. refer problems and conditions, outside the responsibility of the job role, to the correct personnel using organisational procedures
3. report to the correct personnel any situations that require additional intervention.

### **Outcome 4    Be able to work in a manner which underpins effective performance**

The learner can:

1. demonstrate vigilance to potential risks and hazards
2. demonstrate encouragement and support for others.

## **Outcome 5 Understand the regulations, procedures and requirements for recycling**

The learner can:

1. describe the main responsibilities of the employer and employee under the Health and Safety at Work Act 1974
2. explain the procedures for handling hazardous materials
3. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored
4. describe organisational accident and incident recording and reporting procedures.

## **Outcome 6 Know how to control maintenance and other engineering operations**

The learner can:

1. describe the legislation applicable to maintenance and other engineering activities
2. describe the maintenance activities required for the plant, systems, equipment, vehicles, buildings and structures for own area of responsibility
3. describe the requirements for statutory testing of equipment and operator certificates
4. describe the time and resources needed for the required maintenance activities
5. describe the factors to be taken into account when scheduling maintenance activities, including any insurance company requirements
6. explain what difficulties might occur when implementing maintenance activities and what should be included in contingency plans
7. describe the importance of checking people's understanding of instructions
8. describe the technical skills needed for the maintenance and engineering activities carried out on own site, how to check that the people involved have the required skills and what to do in response to a perceived skills deficit
9. explain the system for allocating contracts and permits to work and own role and responsibility in relation to these
10. describe the terms and conditions of contracts for own area of responsibility, including any insurance policy conditions regarding contract work
11. explain the quality assurance systems that are being used for the maintenance and other engineering activities
12. describe the organisational procedures and legal requirements for environmental protection and safe working practices
13. describe the importance of enforcing procedures for quality, safety and environmental protection and the actions to take in response to deviations from these
14. describe the organisational or site procedures and requirements for reporting faults and initiating repairs
15. describe the factors that increase the likelihood of breakdowns and action to take to prevent or reduce these, including the relationship between breakdowns and planned maintenance
16. describe the organisational procedures for implementation, control and completion of contracts
17. describe the recording systems used for maintenance schedules and records, permits to work and other contract information
18. describe the safe handling procedures.

## Unit 403

# Manage the collection of recyclables and other materials

**Level:** 4  
**Credit value:** 7  
**UAN:** K/602/0532

### Unit aim

This unit is about using procedures to manage and control collection activities. It involves taking steps to ensure the work minimises harm to the environment.

### Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. Be able to manage the collection of recyclables and other materials
2. Be able to control situations that could have a negative impact on the environment
3. Be able to use and communicate data and information
4. Be able to resolve problems that could affect the collection of recyclables and other materials
5. Be able to work in a manner which underpins effective performance
6. Understand the regulations, procedures and requirements for recycling
7. Know how to manage the collection of recyclables.

### Guided learning hours

It is recommended that **28** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.18

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence

# **Unit 403            Manage the collection of recyclables and other materials**

## Assessment Criteria

### **Outcome 1    Be able to manage the collection of recyclables and other materials**

The learner can:

1. implement procedures to monitor the quantity and quality of materials collected
2. make sure organisational procedures for rejecting recyclables and other materials remain effective
3. make sure recyclables and other materials requiring specific handling are dealt with correctly
4. revise procedures where monitoring data indicates changes or improvements are required
5. monitor the completion and accuracy of documentation relating to the collection process
6. make sure management of records meet organisational and legislative requirements.

### **Outcome 2    Be able to control situations that could have a negative impact on the environment**

The learner can:

1. make sure systems and procedures are in place, and working effectively, for operatives to be able to identify potential or actual environmental impacts.

### **Outcome 3    Be able to use and communicate data and information**

The learner can:

1. report environmental incidents promptly and accurately in accordance with approved procedures and practices
2. report promptly, to the correct people, unsound environmental practices
3. follow operational and organisational procedures for communicating information to other people
4. maintain records in accordance with operational and organisational requirements
5. check with correct personnel any circumstance where information appears to be incorrect.

### **Outcome 4    Be able to resolve problems that could affect the collection of recyclables and other materials**

The learner can:

1. resolve routine problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role to the appropriate personnel using organisational procedures
3. report to the correct personnel any situations that require additional intervention.

### **Outcome 5    Be able to work in a manner which underpins effective performance**

The learner can:

1. demonstrate vigilance to potential risks and hazards
2. demonstrate encouragement and support to others.

## **Outcome 6 Understand the regulations, procedures and requirements for recycling**

The learner can:

1. describe the main responsibilities of the employer and employee under the Health and Safety at Work Act 1974
2. explain the safe procedures for handling hazardous materials
3. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored
4. describe organisational accident and incident recording and reporting procedures.

## **Outcome 7 Know how to manage the collection of recyclables and other materials**

The learner can:

1. explain how to apply the legislation that applies to recycling and other materials
2. explain the identification procedures for recyclables and other materials
3. describe the implications of handling recyclables and other materials/
4. state the emergency procedures
5. describe ways of communicating with personnel.

## Unit 404

# Develop and implement a risk assessment plan in own area of responsibility

**Level:** 4  
**Credit value:** 6  
**UAN:** L/600/9703

### Unit aim

This unit is about developing and implementing an effective risk assessment plan in your own area of responsibility. This involves systematically identifying, evaluating and prioritising potential risks and communicating information to enable appropriate decisions and actions to be taken. It also involves developing a plan in which individuals are risk aware but are not afraid of taking decisions and undertaking activities which involve acceptable levels of risk.

### Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. Understand the legal requirements and personal responsibilities for health and safety within an organisation
2. Be able to promote the importance of health and safety practices
3. Be able to ensure that hazards and risks are identified and managed in own area of responsibility
4. Be able to monitor and review health and safety performance and policy in own area of responsibility.

### Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS B10.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence

## **Unit 404                      Develop and implement a risk assessment plan in own area of responsibility**

### Assessment Criteria

#### **Outcome 1            Understand the legal requirements and personal responsibilities for health and safety within an organisation**

The learner can:

1. state the legal requirements that apply to own role in relation to health and safety
2. consult with specialist advisor(s) on health and safety policy and procedures
3. explain an organisation's health and safety responsibilities
4. describe health and safety responsibilities in own area of responsibility.

#### **Outcome 2            Be able to promote the importance of health and safety practices**

The learner can:

1. communicate an organisation's written health and safety policy to individuals within own area of responsibility
2. allocate sufficient resources to deal with health and safety issues in own area of responsibility.

#### **Outcome 3            Be able to ensure that hazards and risks are identified and managed in own area of responsibility**

The learner can:

1. consult with colleagues on health and safety hazards and risks in own area of responsibility
2. assess health and safety hazards and risks in own area of responsibility
3. identify hazards and risks that require action to be taken to ensure compliance with legal and organisational requirements
4. develop and implement a plan in own area of responsibility.

#### **Outcome 4            Be able to monitor and review health and safety performance and policy in own area of responsibility**

The learner can:

1. establish procedures that monitor health and safety performance in own area of responsibility
2. review the health and safety performance of own area of responsibility
3. review the health and safety policy in own area of responsibility.

**Level:** 4  
**Credit value:** 8  
**UAN:** L/601/1239

**Unit aim**

Building and developing effective customer relations is a vital aspect of customer service. Strong customer relations will help your organisation to identify and understand your customers' expectations, encourage a way of working that is based on partnership and mutual trust, and establish and maintain customer loyalty. This unit is about establishing and maintaining such relations. For some organisations this means encouraging loyalty and repeat business from large numbers of customers. For others it is all about nurturing and relating to a smaller number of valued customers who make an important strategic contribution to your organisation's success. This unit is for you only if you are in a position to influence the way your organisation determines the level of service offered to different customers.

**Learning outcomes**

There are **three** learning outcomes to this unit. The learner will:

1. Be able to establish effective customer relations
2. Be able to maintain and develop effective customer relations
3. Understand how to build and maintain customer relations.

**Guided learning hours**

It is recommended that **53** hours should be allocated for this unit, although patterns of delivery are likely to vary.

**Details of the relationship between the unit and relevant national standards**

This unit is linked to the NOS B15.

**Support of the unit by a sector or other appropriate body**

This unit is endorsed by EUSSC

**Assessment**

This unit will be assessed by a portfolio of evidence.

## **Unit 405            Build and maintain effective customer relations**

### Assessment Criteria

#### **Outcome 1    Be able to establish effective customer relations**

The learner can:

1. identify the types of customers with whom they should build longer term customer relations and promote loyalty
2. communicate with these customers so that they know they are important to the organisation
3. explain their role, the purpose of making contact and the mutual benefits of building a longer term relationship
4. make it clear that they welcome two-way communication about customer expectations.

#### **Outcome 2    Be able to maintain and develop effective customer relations**

The learner can:

1. keep customers informed and accept criticism from customers openly and constructively
2. regularly assess whether customer expectations are being consistently met
3. use their influence and authority in their own organisation to ensure that customer needs are being met and, where possible, exceeded
4. collect feedback from customers and staff to ensure that solutions are being provided that result in customer satisfaction
5. analyse customer relations and propose changes that will develop longer term loyalty to people with authority in their organisation.

#### **Outcome 3    Understand how to build and maintain customer relations**

The learner can:

1. identify and prioritise types of customers with whom they should be building a longer term relationship
2. describe the most appropriate method of establishing relationships with customers targeted for longer term relationships
3. explain the importance of effective communication skills when dealing with customers
4. explain how to explore and agree with customers the mutual benefits of maintaining and developing a longer term relationship
5. explain how to communicate with customers, especially when they are dissatisfied with products and services
6. explain how to negotiate with customers in a way that balances customer expectations with the expectations of their own organisation
7. describe the types of compromises that would be acceptable to their organisation when meeting customer expectations
8. explain how to use their influence and authority in their organisation to meet or exceed customer expectations
9. describe methods of monitoring customer satisfaction appropriate to their level of authority in the organisation.

## Unit 406

# Support learning and development within own area of responsibility

**Level:** 4  
**Credit value:** 5  
**UAN:** M/600/9676

### Unit aim

This unit helps learners to understand the importance of learning and to develop a learning environment within own area of responsibility.

### Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. Be able to identify the learning needs of colleagues in own area of responsibility
2. Understand how to develop a learning environment in own area of responsibility
3. Be able to support colleagues in learning and its application
4. Be able to evaluate learning outcomes and future learning and development of colleagues.

### Guided learning hours

It is recommended that **25** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence

## **Unit 406                    Support learning and development within own area of responsibility**

### Assessment Criteria

#### **Outcome 1    Be able to identify the learning needs of colleagues in own area of responsibility**

The learner can:

1. identify gaps between requirements of colleagues' current or future work roles and their existing knowledge, understanding and skills
2. prioritise learning needs of colleagues
3. produce personal development plans for colleagues in own area of responsibility.

#### **Outcome 2    Understand how to develop a learning environment in own area of responsibility**

The learner can:

1. explain the benefits of continual learning and development
2. explain how learning opportunities can be provided for own area of responsibility.

#### **Outcome 3    Be able to support colleagues in learning and its application**

The learner can:

1. identify information, advice and guidance to support learning
2. communicate to colleagues to take responsibility for their own learning
3. explain to colleagues how to gain access to learning resources
4. support colleagues to practise and reflect on what they have learned.

#### **Outcome 4    Be able to evaluate learning outcomes and future learning and development of colleagues**

The learner can:

1. examine with each colleague, whether the learning activities undertaken have achieved the desired outcomes
2. support colleagues when updating their personal development plan.

## Unit 407

# Plan, allocate and monitor work in own area of responsibility

**Level:** 4  
**Credit value:** 5  
**UAN:** H/600/9674

### Unit aim

This unit is about ensuring that the work required in your area of responsibility is effectively planned and fairly allocated to individuals and/or teams. It also involves monitoring the progress and quality of the work of individuals and/or teams to ensure that the required level or standard of performance is being met and reviewing and updating plans of work in the light of developments. The 'area of responsibility' may be, for example, a branch or department or functional area or an operating site within an organisation.

### Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. Be able to produce a work plan for own area of responsibility
2. Be able to allocate and agree responsibilities with team members
3. Be able to monitor the progress and quality of work in own area of responsibility and provide feedback
4. Be able to review and amend plans of work for own area of responsibility and communicate changes

### Guided learning hours

It is recommended that **25** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the national occupational standard D6 which belongs to the MSC – the standards setting body for management and leadership.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

## **Unit 407            Plan, allocate and monitor work in own area of responsibility**

### Assessment Criteria

#### **Outcome 1    Be able to produce a work plan for own area of responsibility**

The learner can:

1. explain the context in which work is to be undertaken
2. identify the skills base and the resources available
3. examine priorities and success criteria needed for the team
4. produce a work plan for own area of responsibility

#### **Outcome 2    Be able to allocate and agree responsibilities with team members**

The learner can:

1. identify team members' responsibilities for identified work activities
2. agree responsibilities and SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with team members

#### **Outcome 3    Be able to monitor the progress and quality of work in own area of responsibility and provide feedback**

The learner can:

1. identify ways to monitor progress and quality of work
2. monitor and evaluate progress against agreed standards and provide feedback to team members

#### **Outcome 4    Be able to review and amend plans of work for own area of responsibility and communicate changes**

The learner can:

1. review and amend work plan where changes are needed
2. communicate changes to team members

## Unit 408

# Identify and implement improvements to recycling activities

**Level:** 4  
**Credit value:** 10  
**UAN:** F/602/0553

### Unit aim

This unit is about identifying and implementing improvements to recycling activities. It requires carrying out detailed analysis to identify and implement improvements.

### Learning outcomes

There are **nine** learning outcomes to this unit. The learner will:

1. Be able to monitor operations to identify improvements to recycling activities
2. Be able to evaluate the costs and benefits for improving the recycling operations
3. Be able to produce project plans for implementing improvements to recycling activities
4. Be able to implement and evaluate improvements to recycling activities
5. Be able to use and communicate data and information
6. Be able to resolve problems that could affect the implementation and improvement of recycling activities
7. Be able to work in a manner which underpins effective performance
8. Understand the regulations, procedures and requirements for recycling
9. Know how to implement improvements to recycling activities

### Guided learning hours

It is recommended that **32** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.21.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

# **Unit 408            Identify and implement improvements to recycling activities**

## Assessment Criteria

### **Outcome 1    Be able to monitor operations to identify potential improvements to recycling activities**

The learner can:

1. use information to identify potential improvements
2. consult with others to identify where improvements could be made

### **Outcome 2    Be able to evaluate the costs and benefits for improving the recycling operations**

The learner can:

1. use a range of information to analyse and determine improvements
2. evaluate proposed improvements against company objectives
3. demonstrate the possible impact of proposed improvements on other elements of the activities

### **Outcome 3    Be able to produce project plans for implementing improvements to recycling activities**

The learner can:

1. produce a project plan for implementation based on the agreements reached
2. obtain the necessary approval in accordance with organisational procedures

### **Outcome 4    Be able to implement and evaluate improvements to recycling activities**

The learner can:

1. monitor implementation of the plan against the agreed specifications, schedules and budgets
2. rectify any deviations from the plan, specifications, schedules or budgets
3. resolve any problems in achieving the expected project outcomes
4. evaluate and review the changes and benefits through the improvement plan
5. report on the evaluation and review to those people agreed within the project plan

### **Outcome 5    Be able to use and communicate data and information**

The learner can:

1. communicate the recommendations for improvements to those people who might be affected by the changes and invite their feedback
2. provide clear and sufficient information to those responsible for implementing the improvement plan
3. follow operational and organisational procedures for communicating information to other people
4. maintain records in accordance with operational and organisational requirements

## **Outcome 6 Be able to resolve problems that could affect the implementation and improvement of recycling activities**

The learner can:

1. resolve routine problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role to the correct personnel
3. report to the correct personnel any situations that require additional intervention

## **Outcome 7 Be able to work in a manner which underpins effective performance**

The learner can:

1. demonstrate vigilance to potential risks and hazards
2. demonstrate the use of different leadership styles in response to individual circumstances

## **Outcome 8 Understand the regulations, procedures and requirements for recycling**

The learner can:

1. describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'
2. explain the safe procedures for handling hazardous materials
3. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored
4. describe organisational accident and incident recording and reporting procedures

## **Outcome 9 Know how to implement improvements to recycling activities**

The learner can:

1. describe the legislation relating to health, safety and the environment
2. describe the company objectives
3. explain recent developments in technology and operating procedures and how they impact on the recycling industry
4. state the current operating costs within own area of responsibility and how the costs are broken down
5. state the costs of proposed improvements to include:
  - a) capital
  - b) installation
  - c) running costs
6. describe analytical methods and techniques used in preparing proposals
7. explain the impact of potential improvements on other aspects of activities
8. describe the reporting line procedures in terms of the following
  - a) project approval
  - b) monitoring
  - c) evaluation
9. explain how to monitor the implementation of an improvement plan, including any problems that may be experienced along with the steps that could be taken to respond to these

**Level:** 4  
**Credit value:** 8  
**UAN:** J/600/9750

**Unit aim**

This unit is about planning and managing a project for which you have been given responsibility. This involved developing and agreeing a plan, monitoring and controlling its implementation, ensuring the project achieves its key objectives.

**Learning outcomes**

There are **five** learning outcomes to this unit. The learner will:

1. Understand the principles, processes, tools and techniques of project management
2. Be able to agree the scope and objectives of a project
3. Be able to identify the budget in order to develop a project plan
4. Be able to implement a project plan
5. Be able to manage a project to its conclusion

**Guided learning hours**

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

**Details of the relationship between the unit and relevant national standards**

This unit is linked to the MSC's NOS: F1

**Support of the unit by a sector or other appropriate body**

This unit is endorsed by EUSSC.

**Assessment**

This unit will be assessed by a portfolio of evidence.

## **Unit 409            Plan and manage a project**

### Assessment Criteria

#### **Outcome 1    Understand the principles, processes, tools and techniques of project management**

The learner can:

1. describe the roles and responsibilities of a project manager
2. explain how to apply principles, processes, tools and techniques of project management

#### **Outcome 2    Be able to agree the scope and objectives of a project**

The learner can:

1. agree SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives and scope of the project with project sponsor(s) and stakeholders

#### **Outcome 3    Be able to identify the budget in order to develop a project plan**

The learner can:

1. identify budget and time-scales in order to develop the project plan with stakeholders
2. consult with stakeholders to negotiate the project plan
3. identify potential risks and contingencies
4. establish criteria and processes for evaluating the project on completion

#### **Outcome 4    Be able to implement a project plan**

The learner can:

1. allocate roles and responsibilities to project team members
2. provide resources identified in the project plan

#### **Outcome 5    Be able to manage a project to its conclusion**

The learner can:

1. apply a range of project management tools and techniques to monitor, control and review progress
2. provide support to project team members

## Unit 410

# Prepare proposals and obtain contracts for recycling services

**Level:** 4  
**Credit value:** 13  
**UAN:** R/602/0525

### Unit aim

This unit is about determining opportunities for tendering for contracts for recycling services, preparing proposals to meet the tender and submitting proposals to potential clients.

### Learning outcomes

There are **eight** learning outcomes to this unit. The learner will:

1. Be able to determine opportunities for tendering contracts
2. Be able to prepare and submit proposals for providing existing and new recycling services
3. Be able to finalise contracts for services with existing and new clients
4. Be able to use and communicate data and information
5. Be able to resolve problems that could affect contracts for recycling services
6. Be able to work in a manner which underpins effective performance
7. Understand the regulation procedures and requirements for recycling
8. Understand the tender and contracting process for recycling services

### Guided learning hours

It is recommended that **36** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.25.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

# **Unit 410            Prepare proposals and obtain contracts for recycling services**

## Assessment Criteria

### **Outcome 1    Be able to determine opportunities for tendering contracts**

The learner can:

1. assess tender opportunities in accordance with organisational procedures
2. define and confirm client needs
3. offer alternatives to the client if the tender specification is considered unachievable

### **Outcome 2    Be able to prepare and submit proposals for providing existing and new recycling services**

The learner can:

1. prepare proposals using relevant information
2. assess the resources required to fulfil the contracts
3. agree with the client any variations from the tender requirements
4. identify client benefits in the proposal and in the presentation to the client
5. complete documentation and submit in accordance with the tender and within the specified timescale

### **Outcome 3    Be able to finalise contracts for services with existing and new clients**

The learner can:

1. agree with the client on post tender negotiations
2. obtain the best possible conditions for own organisation in the contract
3. make sure the contract assigns liability clearly for foreseeable contingencies between the client and your organisation
4. confirm with the client the contract criteria for agreed performance measurement

### **Outcome 4    Be able to use and communicate data and information**

The learner can:

1. follow operational and organisational procedures for communicating information to other people
2. maintain records in accordance with organisational requirements
3. check with correct personnel any circumstances where information appears to be incorrect

### **Outcome 5    Be able to resolve problems that could affect contracts for recycling services**

The learner can:

1. resolve routine problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role to the correct personnel using organisational procedures

## **Outcome 6 Be able to work in a manner which underpins effective performance**

The learner can:

1. demonstrate vigilance to potential risks and hazards
2. demonstrate the use of different leadership styles in response to individual circumstances

## **Outcome 7 Understand the regulation procedures and requirements for recycling**

The learner can:

1. describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'
2. explain the safe procedures for handling hazardous materials
3. state the type of personal protective equipment and clothing needed and how they must be used, cleaned and stored
4. describe organisational accident and incident recording and reporting procedures

## **Outcome 8 Understand the tender and contracting process for recycling services**

The learner can:

1. describe the organisational policy related to pursuing tenders
2. explain the criteria for assessment of tender opportunities and decision making
3. describe the tender requirements and procedures
4. explain how to identify client needs
5. explain how to evaluate own previous contract performance
6. explain how to evaluate potential competitive activity
7. explain how to identify variations to be negotiated
8. state the resources and services available
9. describe the operating costs
10. explain how to negotiate variations
11. describe the contract law associated with preparing and obtaining contracts
12. describe the organisational policies for contracting for recycling services
13. describe the organisational documentation and presentation styles
14. describe the services currently provided to clients
15. explain how to use ways of communication
16. explain how to determine contract contingencies and liability assignment
17. explain how to determine criteria for performance measures, rewards and liquidated damages

**Level:** 4  
**Credit value:** 5  
**UAN:** M/602/0547

### Unit aim

This unit is about implementing and managing contracts for recycling services.

### Learning outcomes

There are **nine** learning outcomes to this unit. The learner will:

1. Be able to prepare to implement contracts for recycling activities
2. Be able to implement and control the operation of contracts
3. Be able to negotiate variations to contracts
4. Be able to review contract performance and use data to enhance future contracts
5. Be able to use and communicate data and information
6. Be able to resolve problems that could affect the management of contracts
7. Be able to work in a manner which underpins effective performance
8. Understand the regulation procedures and requirements for recycling
9. Understand contract management for recycling services

### Guided learning hours

It is recommended that **14** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.26.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

# **Unit 411            Manage contracts for recycling services**

## Assessment Criteria

### **Outcome 1    Be able to prepare to implement contracts for recycling activities**

The learner can:

1. confirm with clients and own team the expected standards of operation required for the contract
2. confirm the methods agreed for monitoring performance of the contract
3. quantify the resources required for the contract, decide who will provide them, and make arrangements to obtain them
4. agree the measures to be taken to make sure the contract meets all the requirements
5. confirm resources expenditure is in accordance with contract requirements

### **Outcome 2    Be able to implement and control the operation of contracts**

The learner can:

1. evaluate operating procedures to make sure they meet the requirements of the contract
2. assess compliance with the agreed standards of performance at appropriate intervals
3. manage, record and report contract variations to the client and own team

### **Outcome 3    Be able to negotiate variations to contracts**

The learner can:

1. involve the client in discussions about situations which require variations and re-negotiate the contract terms
2. make sure the client is aware of the financial and service implications of requested variations
3. summarise and prepare costs for suggested changes and circulate it to the relevant people

### **Outcome 4    Be able to review contract performance and use data to enhance future contracts**

The learner can:

1. collate and assess data from contract performance
2. help to prepare future recycling services proposals
3. summarise and cost changes and circulate to own team for comment
4. pass information on changes to those people who are responsible for future tender responses

### **Outcome 5    Be able to use and communicate data and information**

The learner can:

1. follow operational and organisational procedures for communicating information to other people
2. maintain records in accordance with organisational requirements
3. check with correct personnel any circumstances where information appears to be incorrect

## **Outcome 6 Be able to resolve problems that could affect the management of contracts**

The learner can:

1. resolve routine problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role to the correct personnel using organisational procedures

## **Outcome 7 Be able to work in a manner which underpins effective performance**

The learner can:

1. demonstrate vigilance to potential risks and hazards
2. demonstrate the use of different leadership styles in response to individual circumstances

## **Outcome 8 Understand the regulation procedures and requirements for recycling**

The learner can:

1. describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'
2. explain the safe procedures for handling hazardous materials
3. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored
4. describe organisational accident and incident recording and reporting procedures

## **Outcome 9 Understand contract management for recycling services**

The learner can:

1. describe the channels of communication between contract parties
2. explain how to quantify and make available necessary resources
3. explain how to determine resources required
4. give two examples of contract conditions
5. state the quality requirements of the contract
6. explain how to monitor and communicate results
7. explain the techniques of negotiating and implementing changes
8. explain how to identify causes of variations, and implement changes
9. explain how to assess standards of performance
10. describe the operating procedures and their relationship to contract requirements
11. explain how to review contracts
12. explain how to manage contract performance
13. explain how to respond to changes in legislation and organisational policy
14. explain how changes in circumstances, new technology or techniques can affect the operation of contracts
15. explain how to incorporate feedback on the contract
16. explain how to recommend changes for future contracts

## Unit 412

# Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials

**Level:** 4  
**Credit value:** 5  
**UAN:** L/602/0538

### Unit aim

This unit is about using environmental protection measures to help manage facilities for processing or storing recyclables and other materials.

### Learning outcomes

There are learning outcomes to this unit. The learner will:

1. Be able to implement systems and control measures for processing or storage of recyclables and other materials
2. Be able to minimise risks to the environment through protection measures
3. Be able to develop a work environment that promoted responsibility for environmental well-being
4. Be able to use and communicate data and information
5. Be able to resolve problems that could affect the implantation of contracted services
6. Be able to work in a manner which underpins effective performance
7. Understand the regulation procedures and requirements for recycling
8. Know how to protect the environment

### Guided learning hours

It is recommended that **19** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.29.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

## **Unit 412            Maintain protection of the environment in facilities used for the processing or storage of recyclables and other materials**

### Assessment Criteria

#### **Outcome 1    Be able to implement systems and control measures for processing or storage of recyclables and other materials**

The learner can:

1. implement systems to monitor and control working practices, and the use of materials, products or equipment which could cause harm to the environment in accordance with organisational procedures
2. report any hazards which present risks outside area of responsibility and capability
3. make sure preventative or corrective measures are taken when monitoring data shows deviations from expected norms

#### **Outcome 2    Be able to minimise risks to the environment through protective measures**

The learner can:

1. make sure environmental protection measures are established for all site operations consistent with applicable legislation and the organisation's environmental policy and procedure
2. provide advice and guidance to staff through a range of communication and training methods with the purpose of limiting and controlling potential or actual harm to the environment
3. maintain accurate and up-to-date records of potential and actual harm to the environment and the steps taken to limit and control risks
4. use your own and others experience of dealing with environmental hazards to improve environmental protection control systems and procedures

#### **Outcome 3    Be able to develop a work environment that promoted responsibility for environmental well-being**

The learner can:

1. communicate the environmental procedures to all staff in line with organisational procedures
2. promote the organisation's commitment to the environmental protection and encourage staff to demonstrate their commitment through contributions to reviews of practices and procedures
3. make sure staff receive training on implementing environmental procedures and address any shortfalls which are identified
4. investigate and correct any situations where there is non-compliance with protection procedures

#### **Outcome 4    Be able to use and communicate data and information**

The learner can:

1. report environmental incidents in accordance with organisational procedures and practices
2. report promptly, to the correct people, unsound environmental practices
3. follow operational and organisational procedures for communicating information to other people
4. maintain records in accordance with organisational requirements
5. inform correct personnel of any circumstance where information appears to be incorrect

## **Outcome 5 Be able to resolve problems that could affect the implementation of contracted services**

The learner can:

1. resolve routine problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role using organisational procedures
3. report to the correct personnel any situations that require additional intervention
4. report pollution incidents to the correct people

## **Outcome 6 Be able to work in a manner which underpins effective performance**

The learner can:

1. demonstrate vigilance to potential risks and hazards
2. demonstrate the use of different leadership styles in response to individual circumstances

## **Outcome 7 Understand the regulation procedures and requirements for recycling**

The learner can:

1. describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'
2. explain the safe procedures for handling hazardous materials
3. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored
4. describe organisational accident and incident recording and reporting procedures

## **Outcome 8 Know how to protect the environment**

The learner can:

1. describe the environmental legislation as it relates to the organisation
2. describe the organisational environmental policy and procedures
3. explain how to identify, monitor and evaluate activities which may cause harm to the environment
4. explain the hazards to the environment arising from the activities carried out on site and the procedures required to minimise and manage risk
5. describe the importance of being aware of environmental hazards
6. state the personal responsibilities for controlling hazards to the environment
7. state the risk identification methods, techniques and monitoring systems suitable for a facility that handles recyclable materials
8. describe the environmental control systems required for operations carried out on their facility
9. describe the actions and personal authorisation for responding to hazards which present risk to the environment and which situations should be referred to someone else
10. explain legal and organisational requirements for reporting potential and actual harm to the environment
11. explain how to communicate organisational environmental procedures
12. describe the importance of making sure people understand and follow organisational procedures, and how to do this
13. describe the legal and organisational requirements for staff training in relation to environmental protection and organisational procedures for ensuring staff receive the required training
14. describe the records required by legislation and your organisation relating to environmental procedures and incident reports

## Unit 413

# Manage the reception of recyclables and other materials

**Level:** 4  
**Credit value:** 5  
**UAN:** M/602/0550

### Unit aim

This unit is about ensuring the activities for the receipt and inspection of recyclable and other materials are carried out in a way which is safe and deals with the various types of materials effectively.

### Learning outcomes

There are **seven** learning outcomes to this unit. The learner will:

1. Be able to manage the reception of recyclables and other materials
2. Be able to control hazards and risks
3. Be able to use and communicate data and information
4. Be able to resolve problems that could affect the reception of recyclables and other materials
5. Be able to work in a manner which underpins effective performance
6. Understand the regulation procedures and requirements for recycling
7. Know how to manage the reception of recyclables and other materials

### Guided learning hours

It is recommended that **28** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.30.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

# **Unit 413          Manage the reception of recyclables and other materials**

## Assessment Criteria

### **Outcome 1    Be able to manage the reception of recyclables and other materials**

The learner can:

1. manage procedures to make sure received and inspected recyclables and other materials comply with organisational procedures, practices, and current legislation
2. handle all materials correctly
3. monitor and maintain safe systems for vehicle movements and unloading
4. revise systems and procedures where evidence indicates changes are required
5. identify and act on unauthorised recyclables and other materials in accordance with organisational policy and procedures

### **Outcome 2    Be able to control hazards and risks**

The learner can:

1. use risk assessments to determine risks to health and safety
2. implement control measures to minimise risks to health and safety
3. investigate and resolve complaints
4. monitor and maintain organisational procedures for site visitors

### **Outcome 3    Be able to use and communicate data and information**

The learner can:

1. use the data and information from workplace risk assessments to inform the way systems and activities are designed, monitored and changed
2. make sure workers know the safe work systems and methods that are in place and that they understand them
3. report accidents in compliance with organisational procedures
4. advise colleagues and workers of all new or changed work procedures and practices

### **Outcome 4    Be able to resolve problems that could affect the reception of recyclables and other materials**

The learner can:

1. resolve routine problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role using organisational procedures
3. report any situations that require additional intervention

### **Outcome 5    Be able to work in a manner which underpins effective performance**

The learner can:

1. show vigilance to potential risks and hazards
2. demonstrate the use of different leadership styles in response to individual circumstances

## **Outcome 6 Understand the regulation procedures and requirements for recycling**

The learner can:

1. describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'
2. explain the safe procedures for handling hazardous materials
3. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored
4. describe organisational accident and incident recording and reporting procedures

## **Outcome 7 Know how to manage the reception of recyclables and other materials**

The learner can:

1. state the legislation relating to the acceptance of recyclables and other materials
2. describe the storage and handling implications of the recyclables and other material types received
3. describe the different handling equipment available on site, and the function, use and limitations of each of these
4. describe the safe movement and unloading methods of vehicles around the site
5. describe the risks to the environment and human health arising from the reception and inspection of recyclables and other materials and the procedures required to minimise risk
6. describe the procedure for the proper management and control of the reception, inspection and validation of recyclables and other materials
7. explain how to produce and use risk assessments
8. describe the induction procedures for working on site and access by visitors

## Unit 414

# Award contracts for the supply of recycling activities

**Level:** 4  
**Credit value:** 8  
**UAN:** D/602/0544

### Unit aim

This unit is about acting in the capacity as a client when selecting a contractor for the supply of recycling activities. It involves getting together all the legal and organisational information the learner will need in order to prepare tenders, resolve queries, and taking all the steps necessary for selecting and appointing contractors.

### Learning outcomes

There are **eight** learning outcomes to this unit. The learner will:

1. Be able to prepare the invitation to tender for the supply of recycling activities
2. Be able to evaluate tender bids
3. Be able to place the contracts for the supply of recycling activities
4. Be able to use and communicate data and information
5. Be able to manage problems that could affect the supply of goods or services
6. Be able to work in a manner which underpins effective performance
7. Understand the regulation procedures and requirements for recycling
8. Know how to award contracts

### Guided learning hours

It is recommended that **51** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.27.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

# **Unit 414      Award contracts for the supply of recycling activities**

## Assessment Criteria

### **Outcome 1      Be able to prepare the invitation to tender for the supply of recycling contracts**

The learner can:

1. agree with own team details of the services or goods required
2. agree and record the criteria for the selection of contractors
3. prepare the draft contract documentation to meet organisational policy and legal requirements and which includes cancellation procedures
4. take account of comments from others and modify the contract tender documentation
5. offer within the draft contract adequate protection and acceptable risk regarding default
6. include in the draft contract criteria for successful performance and payment procedures
7. prepare tenders and circulate to potential suppliers
8. provide additional information to potential suppliers as required

### **Outcome 2      Be able to evaluate tender bids**

The learner can:

1. administer bids as required by legislation and organisational procedures
2. evaluate bids against selection criteria
3. consult with others and recommend which supplier should be offered the contract

### **Outcome 3      Be able to place the contract for the supply of recycling activities**

The learner can:

1. obtain authorisation for the contract before sending it to the supplier with a requirement for its receipt to be acknowledged
2. make the contract offer
3. resolve contract queries from the supplier
4. make sure all contract documentation is complete and accurate
5. communicate and distribute contract details to the correct people

### **Outcome 4      Be able to use and communicate data and information**

The learner can:

1. report environmental incidents in accordance with organisational procedures and practices
2. report promptly, to the correct people, unsound environmental practices
3. follow operational and organisational procedures for communicating information to other people
4. maintain records in accordance with organisational requirements
5. check with correct personnel any circumstances where information appears to be

## **Outcome 5 Be able to manage problems that could affect the supply of goods or services**

The learner can:

1. manage day-to-day problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role using organisational procedures
3. report any situations that require additional intervention
4. report pollution incidents to the correct people

## **Outcome 6 Be able to work in a manner which underpins effective performance**

The learner can:

1. demonstrate vigilance to potential risks and hazards
2. demonstrate the use of different leadership styles in response to individual circumstances

## **Outcome 7 Understand the regulation procedures and requirements for recycling**

The learner can:

1. describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'
2. explain the safe procedures for handling hazardous materials
3. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored
4. describe organisational accident and incident recording and reporting procedures

## **Outcome 8 Know how to award contracts**

The learner can:

1. explain the contract law associated with selecting contractors
2. explain the organisational procedures for contracting recycling activities
3. explain the principles of management of contracted supply
4. explain organisational objectives and required terms and conditions for contracts
5. explain how to prepare contracts for new and continuing business
6. describe the procedures for administering tender bids and organisational policy on the acceptance of tender bids using selection criteria
7. explain contract terms and conditions including required conditions of supply and suppliers production and delivery timescales
8. explain how to complete and place a contract including obtaining authorisation
9. explain the process for resolving queries with a contractor
10. describe the procedure for distributing contract details
11. explain any coding systems used by the organisation

**Level:** 4  
**Credit value:** 13  
**UAN:** L/602/0541

### Unit aim

This unit is about acting in the capacity as a client to monitor and manage the services or supplies of contracts you have awarded to another organisation.

### Learning outcomes

There are **nine** learning outcomes to this unit. The learner will:

1. Be able to implement contracts for recycling activities
2. Be able to manage contract requirements
3. Be able to evaluate and authorise variations to contracts
4. Be able to review contract performance and use data to enhance future contracts
5. Be able to use and communicate data and information
6. Be able to resolve problems that could affect the implementation of contracted services
7. Be able to work in a manner which underpins effective performance
8. Understand the regulation procedures and requirements for recycling
9. Know how to implement contracts for recycling services

### Guided learning hours

It is recommended that **36** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the NOS RA3.4.28.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

# Unit 415      Manage recycling contracts

## Assessment Criteria

### **Outcome 1    Be able to implement contracts for recycling activities**

The learner can:

1. confirm communication channels between own organisation and the contractors are understood by all concerned
2. confirm, with own team and the contractors, the methods agreed for assessing contract performance
3. inform team and the contractor of the results of monitoring contract performance
4. make arrangements for payment based on the assessment of performance against the contract
5. maintain records showing reasons for variations if payment differs from the contract terms

### **Outcome 2    Be able to manage contract requirements**

The learner can:

1. manage investigations where contract requirements have not been met
2. initiate discussions with the contractor to find ways of resolving disputes
3. refer details of failures for legal advice and initiate action to obtain redress if necessary
4. seek alternative services when the contractor fails to meet the contract
5. appraise contractor performance for supply of contracted services and circulate the results to the appropriate people

### **Outcome 3    Be able to evaluate and authorise variations to contracts**

The learner can:

1. examine and assess requests for variation to the contract to confirm they are justified
2. provide an evaluation of the effects of variation requests on contract finances, timescales and services
3. agree any alteration to terms and payments with the contractor and record them in accordance with organisational procedures
4. inform promptly the contractor and own team about approved variations and their implications

### **Outcome 4    Be able to review contract performance and use data to enhance future contracts**

The learner can:

1. collate and assess data from the contractor's performance and use it for helping the preparation of future contracts
2. summarise and cost suggested changes and circulate the information for comment
3. incorporate approved changes into the contract specification process for future tenders

## **Outcome 5 Be able to use and communicate data and information**

The learner can:

1. report environmental incidents in accordance with organisational procedures and practices
2. report any unsound environmental practices in accordance with organisational procedures and practices
3. follow operational and organisational procedures for communicating information to other people
4. maintain records in accordance with organisational requirements
5. check with correct personnel any circumstances where information appears to be incorrect

## **Outcome 6 Be able to resolve problems that could affect the implementation of contracted services**

The learner can:

1. resolve routine problems within the responsibility of the job role
2. refer problems and conditions outside the responsibility of the job role using organisational procedures
3. report to the correct personnel any situations that require additional intervention
4. report pollution incidents to correct people

## **Outcome 7 Be able to work in a manner which underpins effective performance**

The learner can:

1. demonstrate vigilance to potential risks and hazards
2. demonstrate the use of different leadership styles in response to individual circumstances

## **Outcome 8 Understand the regulation procedures and requirements for recycling**

The learner can:

1. describe the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'
2. describe the approved procedures relating to health, safety and the environment for self and others
3. explain the safe procedures for handling hazardous materials
4. state the types of personal protective equipment and clothing needed and how they must be used, cleaned and stored
5. describe the organisational accident and incident recording and reporting procedures

## **Outcome 9 Know how to implement contracts for recycling services**

The learner can:

1. describe the contract law associated with the letting of contracts
2. explain the standards of performance in the contract
3. describe the method of assessment of contract performance
4. explain how to identify causes of variance in performance
5. explain how to identify the variation to contract
6. explain how to review and assess contract performance
7. explain how to deal with specification changes arising from changed circumstances
8. explain how to redress for unsatisfactory service/supply
9. explain how to record variations and their resolution
10. explain what contract terms and conditions are
11. state the agreed communication channels
12. explain how to source legal advice
13. explain how to comply with legislation
14. describe the procedures for authorisation and payment
15. describe the validity of contract variations

## Unit 502

# Manage and plan an operational area within an organisation

**Level:** 5  
**Credit value:** 9  
**UAN:** R/502/6363

### Unit aim

This unit is about identifying and planning the workforce requirements, communicating the plans and consistently reviewing the workforce requirements of an operational area.

### Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. Be able to identify workforce requirements in an operational area
2. Be able to review the current workforce of an operational area
3. Be able to plan the workforce requirements of an operational area
4. Be able to communicate workforce plans

### Guided learning hours

It is recommended that **38** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

## **Unit 502            Manage and plan an operational area within an organisation**

### Assessment Criteria

#### **Outcome 1    Be able to identify workforce requirements in an operational area**

The learner can:

1. identify specialist expertise that may be useful in workforce planning
2. analyse key operational issues that are likely to impact on workforce requirements
3. review and organisations operational objectives and plans to inform workforce planning

#### **Outcome 2    Be able to review the current workforce of an operational area**

The learner can:

1. identify and assess any gaps, between the current workforce capacity and future workforce requirements

#### **Outcome 3    Be able to plan the workforce requirements of an operational plan**

The learner can:

1. develop and implement a plan, with input and agreement from recruitment specialists, that satisfies the organisation's long, medium and short term operational workforce requirements
2. ensure that resources needed to recruit, keep and redeploy people are made available

#### **Outcome 4    Be able to communicate workforce plans**

The learner can:

1. communicate workforce plans to relevant individuals

## Unit 503

# Work productively with colleagues and stakeholders

**Level:** 5  
**Credit value:** 6  
**UAN:** M/600/9662

### Unit aim

This unit is about developing productive working relationships with colleagues, within your own organisation and within other organisations with which your organisation works, and with identified stakeholders. It involves being aware of the roles, responsibilities, interests and concerns of colleagues and stakeholders and working with and supporting them in various ways. The need to monitor and review the effectiveness of working relationships with colleagues and stakeholders is also a key requirement of this unit. 'Colleagues' are any people you are expected to work with, whether they are at a similar position or in other positions in terms of level of responsibility, including your manager.

### Learning outcomes

There are **six** learning outcomes to this unit. The learner will:

1. Be able to provide colleagues and stakeholders with information
2. Be able to consult with colleagues and stakeholders in relation to decisions or activities
3. Understand the importance of fulfilling agreements and honouring commitments to colleagues and stakeholders
4. Understand how to manage potential conflicts of interest
5. Understand how to be able to monitor working relationships
6. Be able to review and improve the effectiveness of working relationships

### Guided learning hours

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the national occupational standard D2 belongs to the MSC – the standards setting body for management and leadership.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

# **Unit 503            Work productively with colleagues and stakeholders**

## Assessment Criteria

### **Outcome 1    Be able to provide colleagues and stakeholders with information**

The learner can:

1. identify information to be communicated to selected colleagues and stakeholders
2. adapt and present appropriate information in ways that promote understanding to colleagues or stakeholders

### **Outcome 2    Be able to consult with colleagues and stakeholders in relation to decisions or activities**

The learner can:

1. communicate with colleagues and stakeholders regarding any decisions or activities

### **Outcome 3    Understand the importance of fulfilling agreements and honouring commitments made to colleagues and stakeholders**

The learner can:

1. examine the benefits of ensuring agreements made with colleagues and stakeholders are fulfilled
2. examine the negative impact on individuals and organisations of not fulfilling agreements made with colleagues and stakeholders

### **Outcome 4    Understand how to manage potential conflicts of interest**

The learner can:

1. explain how to identify and manage potential conflicts of interest

### **Outcome 5    Understand how to be able to monitor working relationships**

The learner can:

1. explain the importance of monitoring changes in the working environment in relation to colleagues and stakeholders
2. explain how to monitor change in the working environment

### **Outcome 6    Be able to review and improve the effectiveness of working relationships**

The learner can:

1. analyse feedback on working relationships from colleagues and stakeholders
2. evaluate working relationships with colleagues and stakeholders in terms of continued use and effectiveness
3. identify and implement improvements to working relationships

**Level:** 5  
**Credit value:** 3  
**UAN:** A/600/9759

### Unit aim

This unit enables learners to monitor, implement and review business processes in their own area of responsibility.

### Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. Be able to monitor business processes in own area of responsibility
2. Be able to review and improve business processes in own area of responsibility

### Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit directly relates to the Management and Leadership NOS MSC F3.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

## **Unit 504            Monitor and review business processes**

### Assessment Criteria

#### **Outcome 1    Be able to monitor business processes in own area of responsibility**

The learner can:

1. develop measures that are appropriate and provide suitable information to assess business processes
2. monitor the quality of work against key success criteria working with relevant stakeholders

#### **Outcome 2    Be able to review and improve business processes in own area of responsibility**

The learner can:

1. review business processes
2. take corrective action and revise plans where necessary
3. implement revised business processes to all relevant stakeholders
4. measure the effects of change in business processes in own area of responsibility

## Unit 505

# Manage a budget for own area or activity of work

**Level:** 5  
**Credit value:** 7  
**UAN:** A/600/9695

### Unit aim

This unit is about having ownership of and being responsible for a budget for a defined area or activity of work. It initially involves preparing, submitting and agreeing a budget for a set operating period. It also involves monitoring actual performance against the agreed budget and taking necessary action in response to identified variances and any unforeseen developments.

### Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to prepare a budget for own area of responsibility
2. Be able to manage a budget
3. Be able to review budget management performance

### Guided learning hours

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to the national occupational standard E1 which belongs to the MSC – the standards setting body for management and leadership.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by EUSSC.

### Assessment

This unit will be assessed by a portfolio of evidence.

## **Unit 505            Manage a budget for own area or activity of work**

### Assessment Criteria

#### **Outcome 1    Be able to prepare a budget for own area of responsibility**

The learner can:

1. evaluate information on resource requirements for own area of activity or work
2. produce a draft budget
3. communicate the final budget with relevant stakeholders

#### **Outcome 2    Be able to manage a budget**

The learner can:

1. analyse variances between planned and actual expenditure
2. provide information on performance to relevant stakeholders
3. explain how to take corrective action within the limits of own authority, in response to budget variances and developments
4. explain proposed revisions to budget and obtain agreement where actions are beyond the scope of own authority

#### **Outcome 3    Be able to review budget management performance**

The learner can:

1. review performance against budget
2. assess improvements for future budget planning and management
3. monitor budget performance and implement changes within the limits of own authority or obtain agreement

## Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on [www.cityandguilds.com](http://www.cityandguilds.com).

**Centre Manual - Supporting Customer Excellence** contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

**Access to Assessment & Qualifications** provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Qualifications and Credit Framework (QCF):** general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events:** dates and information on the latest Centre events
- **Online assessment:** information on how to register for GOLLA/e-volve assessments.

## Useful contacts

### UK learners

#### General qualification information

T: +44 (0)844 543 0033

E: [learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)

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### International learners

#### General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: [intcg@cityandguilds.com](mailto:intcg@cityandguilds.com)

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### Centres

Exam entries, Registrations/enrolment, Certificates, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

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### Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: [singlesubjects@cityandguilds.com](mailto:singlesubjects@cityandguilds.com)

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### International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: [intops@cityandguilds.com](mailto:intops@cityandguilds.com)

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### Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, GOLLA, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: [walledgarden@cityandguilds.com](mailto:walledgarden@cityandguilds.com)

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### Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: [business@cityandguilds.com](mailto:business@cityandguilds.com)

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### Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

**If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: [feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)**

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