Certificate in Principles of Sustainable Resource Management SCQF Level 5

Handbook

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Contents

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Qualification Structure

Mandatory Units

The learner must complete all units within this group to achieve 7 credits.

- How to work safely within the waste/recycling industry – H36L04
- Understand Environmental Protection in the waste and recycling industry – H36M04
- How to identify and resolve disagreements - H36N04
- Understand the principles of the waste/recycling industry – H36P04
- Understand the principles of identifying and classifying waste – H36R04
- Understand the 'Duty of Care' within the waste/recycling industry – H36S04
- ERR (Employment Rights and Responsibilities) in the Energy & Utility Sector – H36T04

General Pathway

The learner must achieve 4 units from this group, to attain a minimum of 4 credits.

- Understand Policy and Legislation in the waste management industry – H36V04
- Understand the reasons and targets for recycling – H37404
- Understand the requirements for the transportation of waste – H36W04
- Understand Management Systems – H36X04
- Know about Waste Treatment Technologies – H36Y04
- Technical Aspects of Managing Waste and Resources – H37004
- Understand planning requirements in the waste/recycling industry – H37104
- How to identify and record Hazardous waste – H37204
- Understand Environmental Permitting in England and Wales – H37304
- Understand operational systems and procedures in the waste/recycling industry – H37504
- Know the Materials arising within the waste and recycling industry – H37604
- Know how to maintain confidentiality of information within the waste/recycling industry – H37704
- Perform street cleansing manually – H37804
- Perform street cleansing mechanically – H37904

Reuse Pathway

Reuse Mandatory Units

Candidates who choose the Reuse pathway must complete all units in this group.

- Understanding Customer Service in the Retail Sector – H37A04

- Understanding the Retail Selling Process – H37J04

- Understanding how individuals and teams contribute to the effectiveness of a retail business – H37D04

Reuse Optional Group A

Candidates who choose the Reuse pathway must also achieve

- Understand the requirements for the transportation of waste – H36W04

- Understand management systems – H36X04

OR

- Understand the requirements for the transportation of waste – H36W04

- Understand operational systems and procedures in the waste/recycling industry – H37504

- Know the materials arising within the waste and recycling industry – H37604

OR

- Understand management systems – H36X04

- Understand operational systems and procedures in the waste/recycling industry – H37504

- Know the materials arising within the waste and recycling industry – H37604

Reuse Optional Group B

Candidates who choose the Reuse pathway must achieve at least one of the following units

- Understanding the control, receipt and storage of stock in retail business – H37G04

- Understanding retail consumer law – H37F04

Qualification Summary

Qualification Assessment Guidance

Suggested evidence types for the headings are as follows:

Observation; direct observation or witness testimony where direct observation is not possible. Where this evidence type has been suggested against Assessment Criteria which require the candidate to explain or describe, the assessor must hear or observe the explanation/description (directly or being delivered to others) or see it in writing. The assessor must not infer that the candidate can explain/describe based purely on observation.

Question and Answer; candidate statements, verbal questioning, professional discussion, written questions, product evidence supported by questioning

Simulation / Realistic working environment; should be used as a last resort where allowed. Please see the Energy and Utility Skills Assessment Strategy for further information.

Level 2 Principles of Sustainable Resource Management:

This qualification provides an entry for apprentices into the sustainable waste management industry as their first step on the employment ladder as well as persons already employed in this sector. It provides progression opportunities into continued study to Level 3 Modern apprenticeships and more formal professional qualifications as required by the individual and the sector. Although intended for use in the apprenticeship schemes the qualification can be used on a 'standalone' basis where-upon it offers excellent general knowledge at Level 2 within sustainable waste management and resource environments.

Glossary of Verbs and Qualitative Statements

Explain: show an understanding of the content/process mentioned. Include what it is, how it works, what it looks like, what it does, how it happens, why it happens, relevant reasons. The answer should make it plain or comprehensible.

Describe: provide a vivid picture of what it is. Use of imagery, adjectives and adverbs make it vivid and more understandable. Describe may also convey an idea and impart facts.

Evaluate/Justify: learner must look at whatever the required content/process, etc is and suggest other the relevance/significance/ possible outcomes/results/ possibilities. It is the process of exploring, checking and suggesting a likely outcome with reasons

Analyse: look at something/a process/etc using given classifications/principles to gain a further understanding

Demonstrate: a doing verb which requires the learner to show he can actually do whatever the AC requires. The learner will have to provide evidence of him/her actually doing the requirements of the AC/task. It is about application of knowledge and skills rather than just talking about them. The evidence for this can be the learner discussing the task with an assessor and then showing that he has done it by nature of documentation, video, etc. It is not enough to actually just write about it unless the task requires such evidence as the production of a balance sheet, health and safety guidance, etc

List: produce a number of relevant items which apply to the question. Further description is not required.

Identify: for most ACs this requires the learner to list and describe what is required or relevant to produce a required outcome or requires the learner to make choices to achieve a particular aspect of their job. At levels 4, 5 and 6 this would require the learner to say what is available, make the choice and then to explain or justify why the choice was made.

Develop: Build a process or activity or understanding either from scratch or forward from the existing product into something workable.

Manage: after a development process ensure that the product/process etc works using relevant management techniques. This is very much a "doing" activity.

Apply: put something into action – a "doing" task which requires "real" evidence from a workplace scenario.

Implement: A "doing" task. After a development process, ensure that the product/process is actually employed and/or used by self and others during work activities.

Differentiate: look at the characteristics of an item or situation and explain the differences.

Distinguish: look at the characteristics of an item or activity and explain the difference. Use this evaluation to pick an appropriate item/activity in the context of the requirements of the assessment criteria.

Compare: look at the characteristics of an item or activity and note the similarities and differences. This is more often used at level 1 and 2.

Critically Compare: look at the characteristics of an item or situation, note the similarities and differences and their respective positive and negative aspects. In some cases, they can include the use of the comparison in context as the basis for decision making. This is generally used at level 3 and above.

Recognise: be aware of, familiar with and able to identify an activity or product.

Terms often used to provide a qualitative benchmark for assessment evidence

Appropriate – provide evidence which is specific to the assessment criteria and relevant to the operation.

Suitable – Due consideration has been given to the context of the site/waste type/operation/safety regulations in the formulation of the response/evidence.

Compliant/compliance – Evidence/response meets clearly defined operational and/or regulatory guidance in relation to the work activity.

Constructive – Possibilities for positive improvement have been considered, perhaps with examples of suggested improvements and the positive/negative aspects of the work activity.

Proper – that which would be expected based on the regulatory/operational/procedural guidelines for the work activity.

Standards and Assessment Guidance

How to work safely in the waste/recycling industry

SCQF Level: 5		Observation	Question and Answer	Simulation / Realistic working environment
Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Know how to identify and deal with work-related hazards and risks in the waste/recycling industry	1.1 Explain the term 'hazard'.		x	
	1.2 Explain the term 'risk'.		x	
	1.3 Provide an example of each of the following risks when working in waste and recyclables: a) the wastes and materials handled b) machinery and equipment used c) vehicles and plant d) site condition e) unsafe behaviour	x	x	
	1.4 Describe the effect these could have on: a) self b) others		x	
	1.5 Explain who is responsible for health and safety within the workplace.		x	
	1.6 Identify the health and safety manager/co-ordinator within the workplace.	x	x	
	1.7 Explain how to report hazards when working with waste and recyclables: a) within organisational procedures b) within legal requirements		x	
	1.8 Explain why it is important to report hazards when working with waste and recyclables.		x	
2. Know how to work with risk assessments when working in waste and recycling	2.1 Explain the differences between an 'informal' and a 'formal' risk assessment.		x	

(continued from Learning outcome 2…/)	2.2 Describe a situation when an informal risk assessment would be carried out.		x	
	2.3 Explain what type of risk assessment is carried out in the job role.		x	
	2.4 Explain how to identify in the organisation where a documented risk assessment for a specific task can be found.	x	x	
	2.5 Describe a range of occasions when this documented risk assessment would change.		x	
	2.6 Explain the responsibilities for carrying out risk assessments to include: a) informal b) formal		x	
	2.7 Describe a minimum of 2 health and safety regulations relevant to the waste/recycling industry.		x	
3. Know how to respond to emergencies in the workplace	3.1 Describe a range of 'emergencies' that could occur in the workplace.		x	
	3.2 Explain the organisational procedure to be followed in the event of an emergency.		x	
	3.3 Name the emergency co-ordinator(s) within the workplace.		x	
	3.4 Explain how to respond to emergency situations involving accidents to people.	x	x	x
	3.5 Explain how to respond to emergency situations involving accidents on the work site.	x	x	x
	3.6 Explain how to minimise the effect of an emergency.	x	x	
	3.7 Explain how to use and communicate data and information.	x	x	
	3.8 Explain how to report problems that could affect compliance with emergency procedures.		x	

4. Know how and why to select and use the correct Personal Protection Equipment (PPE) within the waste/recycling industry	4.1 Explain how to select the correct PPE for the job role.		x	
	4.2 Explain why it is important to use the correct PPE in the job role.		x	
5. Know how to manage the work you are given to do	5.1 Give 3 reasons why you might not be able to do the work given to you.		x	
	5.2 Explain what options you and the organisation have to enable you to do your work properly.		x	

Understand environmental protection in the waste and recycling industry

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Understand the potential hazards to the environment when working in the waste and recycling industry	1.1 Describe a minimum of 3 potential hazards that could have an impact on the environment.	x	x	
	1.2 Describe the potential harm to the environment these hazards could have.	x	x	
	1.3 Explain what an 'Environmental Risk Assessment' is.		x	
	1.4 Explain 'Statutory Nuisance'.		x	
	1.5 Give two examples of a 'Statutory Nuisance'.		x	
2. Understand how to reduce environmental impact from waste and waste materials	2.1 Explain a range of ways of reducing the impact on the environment when working with waste and waste materials.	x	x	
	2.2 Explain what sustainable practices are in the waste and recycling industry.	x	x	
3. Understand the impact of waste materials on the environment	3.1 Provide a minimum of 2 examples of hazards to the environment that waste materials could present.	x	x	
	3.2 Provide a minimum of 2 examples of how the risk to the environment can be minimized.	x	x	
	3.3 Identify principle legislation regarding waste materials and the environment.		x	
	3.4 Describe how the environment is protected on site.	x	x	

How to identify and resolve disagreements

SCQF Level: 4		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 1				
Learning Outcome	Assessment Criteria			
1. Know how to identify where disagreements could arise	1.1 Provide a minimum of 2 examples of situations where a disagreement could arise.	x	x	
2. Know how to prevent disagreements from arising	2.1 Explain how disagreements could be prevented from arising.	x	x	
3. Know how to resolve disagreements	3.1 Explain how to amicably resolve disagreements.	x	x	x
4. Know what to do if a disagreement cannot be resolved	4.1 Explain the procedure if a disagreement cannot be settled by normal processes	x	x	

Understand the principles of the waste/recycling industry

SCQF Level: 4		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Understand the purpose of the waste and recycling industry	1.1 Explain the purpose of the industry.		x	
	1.2 Explain the core activities of the industry.		x	
	1.3 Describe the policies and legislation that drives the industry.		x	
2. Understand the flow of waste and other materials	2.1 Provide a minimum of 2 examples of where waste and other materials comes from.	x	x	
	2.2 Provide a minimum of 2 examples of where waste and other materials goes to.	x	x	
	2.3 Provide 2 examples of illegal waste disposal.	x	x	
3. Understand waste minimisation	3.1 Explain what Waste Minimisation means.		x	
	3.2 Explain what the 'Waste Hierarchy' means.		x	
	3.3 Explain what Zero Waste means.		x	

Understand the principles of identifying and classifying waste

SCQF Level: 6		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Know the different categories of waste	1.1 Explain what wastes are.		x	
	1.2 Explain the different categories and definitions of waste.		x	
	1.3 Summarise the waste materials in terms of type.		x	
	1.4 Explain the EU Term 'Municipal'.		x	
2. Understand the European Waste Codes	2.1 Explain the purpose of the European Waste Codes.	x	x	
	2.2 Compare the European Waste Codes and how they are derived for wastes.		x	
3. Understand the difference between hazardous waste and non-hazardous waste	3.1 Explain the different types of waste and other materials within the waste/recycling industry.	x	x	
	3.2 Explain the type of waste and other materials worked with.	x	x	
	3.3 Explain the types of waste and other materials handled by the organisation.	x	x	
	3.4 Give 3 examples of: a) non-hazardous waste b) Hazardous waste	x	x	
4. Understand circumstances when wastes would be 'unacceptable'	4.1 Give 3 examples of when wastes would be 'unacceptable'.	x	x	
	4.2 Explain how to identify and deal with unacceptable wastes.	x	x	

Understand the 'Duty of Care' within the waste/recycling industry

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 1				
Learning Outcome	Assessment Criteria			
1. Understand the Duty Of Care regulations	1.1 Describe the Act relating to the Duty of Care regulations and who it applies to.		x	
	1.2 Describe the roles and responsibilities of each person in the waste management chain.		x	
2. Understand how the Duty of Care regulations relate to the organisation	2.1 Describe the requirements of the Duty of Care.		x	
	2.2 Explain what the Duty of Care regulations mean for the organisation in terms of: a) waste transfer notes b) Hazardous waste consignment notes	x	x	
	2.3 Explain the potential penalties for breach of Duty of Care regulations.	x	x	

ERR (Employment Rights and Responsibilities) in the Energy & Utility Sector

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Know employer and employee rights, responsibilities and own organisational procedures	1.1 State employer and employee rights and responsibilities under employment law, including Disability Discrimination Act, Health & Safety and other relevant legislation.		x	
	1.2 State importance of having employment rights and responsibilities.		x	
	1.3 Describe organisational procedures for health & safety, including documentation.	x	x	
	1.4 Describe organisational procedures for equality & diversity, including documentation.	x	x	
	1.5 Identify sources of information and advice on employment rights and responsibilities, including Access to Work and Additional Learning Support.	x	x	
2. Know factors that affect own organisation and occupation	2.1 Describe the role played by own occupation within organisation and industry.		x	
	2.2 Describe career pathways available to them.		x	
	2.3 State types of representative body related to the industry, their main roles and responsibilities and their relevance to the industry.		x	
	2.4 Identify sources of information and advice on own industry, occupation, training and career.	x	x	
	2.5 Describe principles, policies and codes of practice used by own organisation and industry.	x	x	
	2.6 Describe issues of public concern that affect own organisation and industry.	x	x	

Understand Policy and Legislation in the waste management industry.

SCQF Level: 6		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Understand the key stakeholders within the sector; their roles and interrelationships	1.1 Determine stakeholders relevant to the waste and resources management sector.		x	
	1.2 Explain the roles and responsibilities of stakeholders in the waste and resources management industry and how their interaction will affect subsequent treatment options.		x	
2. Understand which European/UK legislation/codes of practice and guidance notes are relevant to waste and resource management facilities	2.1 Determine European/UK legislation, codes of practice and guidance notes relevant to the UK waste and resources management.	x	x	
	2.2 Interpret the requirements of the legislation, code of practice and guidance in relation to operating a permitted wastes and resource management facility.	x	x	
	2.3 Explain how 'waste' is defined and the use of protocols which determine when waste has ceased to be waste.		x	
3. Understand what non-legislative drivers are affecting changes in wastes and resources management practices	3.1 Determine non-legislative drivers which are affecting change in waste and resources management practices.		x	
	3.2 Explain how these drivers will affect the ways waste and resources are managed in the future.		x	
4. Understand why waste needs to be treated or disposed of in ways other than through landfill	4.1 Explain the legislative targets for reduction of waste to landfill.		x	
	4.2 Evaluate the environment impacts of diverting waste from landfill in relation to different hierarchy options.		x	

Understand the reasons and targets for recycling

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Understand the reasons for recycling	1.1 Explain the need to recycle within: a) the local authority b) the organisation		x	
	1.2 Explain where collected waste/recyclables goes to.	x	x	
2. Understand the targets for recycling	2.1 Describe the targets for recycling for: a) the local authority b) the organisation	x	x	
	2.2 Explain what percentage of waste is recycled a) within the organisation b) within the local authority	x	x	
3. Understand the Government targets for recycling	3.1 Describe the Government targets for recycling for a) Business b) Domestic		x	
	3.2 Explain the aims of the Government in terms of recycling.		x	

Understand the requirements for the transportation of waste

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. How to check the vehicle for safety	1.1 Explain how to check the vehicle for safety to include: a) load b) wear and tear on vehicle parts c) operation of vehicle controls and equipment d) vehicle handling	x	x	
	1.2 Explain what constitutes a variance.		x	
	1.3 Explain how to identify variances.	x	x	
	1.4 Explain what procedure must be followed when a variance is identified.	x	x	
2. Understand the effect loads have on a vehicle	2.1 Explain the characteristics of a minimum of 3 different loads.		x	
	2.2 Explain how these 3 loads could affect vehicle stability.		x	
	2.3 Explain the consequences of overloading a vehicle in terms of: a) legal b) safety c) handling		x	
	2.4 Explain safe loading procedures.	x	x	
3. Understand the importance of containing the load	3.1 Explain the importance of containing the load properly in terms of: a) Duty of Care b) Consequences of the loss of load		x	
4. Understand how to deal with problems on the road	4.1 Explain the procedure to follow if the vehicle is involved in: a) A breakdown b) A near miss c) An accident d) A road closure/change of route	x	x	

5. Understand safe driving	5.1 Explain the importance of compliance with: a) Speed limits b) Driver hours c) Use of seat belt requirements		x	
	5.2 Explain how driving could be affected by: a) Alcohol use b) Drug use c) Mobile phone use d) Driving when tired		x	
	5.3 Explain the purpose of a tachograph.	x	x	
	5.4 Explain the procedure when reversing the vehicle.	x	x	
6. Understand how to drive efficiently	6.1 Explain how to optimise fuel efficiency: a) With a full load b) With no load	x	x	

Understand Management Systems

SCQF Level: 6		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Understand Management Systems	1.1 Explain what a Management System is in terms of: a) Environmental b) Health and Safety c) Quality d) Asset		x	
	1.2 Explain the activities that are covered in a Management System.	x	x	
	1.3 Explain how management systems can be integrated with existing organisational systems.		x	
	1.4 Explain the benefits of an integrated Management System.		x	
	1.5 Explain the role of audit within Management systems.		x	

Know about Waste Treatment Technologies

SCQF Level: 6		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. Understand the historical, social and legal context for sustainable waste management	1.1 Outline the history of waste management in the UK.		x	
	1.2 Outline why particular disposal techniques have historically been used.		x	
2. Understand physical waste management technologies	2.1 Identify which physical waste management technologies are used by: a) the organisation b) the local authority	x	x	
	2.2 Describe the benefits and limitations of these technologies.		x	
3. Understand biological waste treatment technologies	3.1 Identify which biological waste treatment technologies are used by: a) the organisation b) the local authority	x	x	
	3.2 Describe the benefits and limitations of these technologies.		x	
4. Understand advanced thermal waste treatment technologies	4.1 Identify which advanced thermal waste treatment technologies are used by: a) the organisation b) the local authority	x	x	
	4.2 Describe the benefits and limitations of these technologies.		x	
5. Understand integrated treatment technologies for waste management	5.1 Identify which integrated treatment technologies for waste management are used by: a) the organisation b) the local authority	x	x	
	5.2 Describe the benefits and limitations of these technologies.		x	
6. Know about near market technologies	6.1 Explain what is meant by near market technologies.		x	

	6.2 Provide an example of a near market technology that will impact upon: a) the organisation b) the local authority		x	
	6.3 Describe the benefits and limitations of the near market technology.		x	

Technical Aspects of Managing Waste and Resources

SCQF Level: 6		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Understand the concepts for different physical, chemical, biological and thermal treatment processes available in the UK	1.1 Determine the different options for physical, chemical, biological and thermal treatment of wastes currently available in the UK including the option of MBT processes.		x	
	1.2 Summarise the principles on which physical, chemical, biological and thermal treatment processes operate and the types of wastes they can treat.		x	
2. Understand the technical, financial, political, planning and other barriers limiting the uptake of different technologies	2.1 Explain the technical, political and financial barriers to the uptake of different technologies.		x	
	2.2 Explain how the planning system can influence the development of different waste treatment technologies.		x	
	2.3 Determine any further barriers that may limit the uptake of different waste treatment technologies.		x	
3. Understand the importance of effective communication within the work environment including those relevant to but outside of the site boundaries	3.1 Summarise where effective communication and consultation can benefit the site relationship with the local community.		x	
	3.2 Explain how effective communication can improve relationships within the workplace.		x	
4. Understand the principles and procedures for waste transfer	4.1 Summarise the principles of waste transfer and the potential risk to the environment from the activity.		x	
	4.2 Explain the procedure for waste transfer, minimizing effect on the environment.	x	x	

Understand planning requirements in the waste/recycling industry

SCQF Level: 7		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Understand the types of development that require planning permission in the waste/recycling industry	1.1 Explain the types of development that require planning permission in the waste/recycling industry.		x	
2. Understand the requirements of planning regulations as applied to the waste/recycling industry	2.1 Explain the requirement of planning regulations in relation to the waste/recycling industry, to include: a) new facilities b) changes to operations		x	
	2.2 Explain the purpose of planning development control.		x	
3. Understand the process for gaining planning permission	3.1 Explain the process for gaining planning permission for the following: a) new facilities b) changes to operations		x	
4. Understand compliance with planning permission	4.1 Explain how compliance with planning permission is monitored, to include: a) regularity of monitoring b) who is responsible for monitoring		x	
5. Understand how planning permits are enforced	5.1 Explain a situation when enforcement would apply.		x	
	5.2 Explain who has the power to enforce planning issues.		x	
	5.3 Explain the aims of enforcement.		x	
	5.4 Identify 2 potential breaches of planning permission requirements.	x	x	
	5.5 Explain the potential enforcement action that may be taken against organisations who breach planning permission requirements.		x	

How to identify and record Hazardous waste

SCQF Level: 6		Observation	Question and Answer	Simulation / Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Know how to identify Hazardous waste	1.1 Explain the term' Hazardous waste'.		x	
	1.2 Identify 2 examples of Hazardous wastes.	x	x	
	1.3 Identify 3 examples of Hazardous properties.		x	
	1.4 Explain what a 'directive' waste is.		x	
	1.5 Identify 2 examples of wastes that are not 'directive' wastes.		x	
	1.6 Identify the Environmental Waste Catalogue codes for 3 Hazardous wastes.	x	x	
2. Know the registration requirements as a Hazardous Waste Producer	2.1 Explain the criteria for registering as a Hazardous Waste Producer.		x	
	2.2 Explain the exemptions from registering as a Hazardous Waste Producer.		x	
3. Know the requirements for Hazardous waste consignment notes	3.1 Summarise an example of movement of hazardous waste when a Hazardous Waste Consignment note: a) is required b) is not required	x	x	
	3.2 Summarise an example of when each of the following would be used: a) Standard Hazardous waste consignment note b) Multiple Collection consignment note c) Schedule of Carriers	x	x	
	3.3 Explain how to obtain Hazardous waste consignment notes.	x	x	

	3.4 Explain the terms: a) Premises code b) Consignment note code c) SIC code d) Waste Management Operation (R and D codes)	x	x	
	3.5 Explain when it is necessary to complete Packing Group and UN identification number information.	x	x	
4. Know the requirements for maintaining a register and keeping records	4.1 Explain the record keeping requirements for maintaining a register.	x	x	
	4.2 Explain how the requirements for different people in the chain vary. To include: a) producer b) consignor c) holder d) carrier e) consignee		x	
	4.3 Explain the requirements for Consignee Quarterly returns.		x	
	4.4 Explain the requirements for Producer returns.		x	

Understand Environmental Permitting in England and Wales

SCQF Level: 6		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Understand the Environmental Permitting Regulations	1.1 Explain the purpose of the Environmental Permitting Regulations.		x	
	1.2 Explain the requirements of the Environmental Permitting Regulations.		x	
	1.3 Explain the terms: a) Standard Permit b) Bespoke Permit		x	
	1.4 Identify examples of 2 of the available Standard Permits.	x	x	
	1.5 Identify 2 waste exemptions categories within the regulations.	x	x	
	1.6 Explain what is meant by a 'Fit and Proper Person'.		x	
2. Understand who should apply for an Environmental Permit	2.1 Explain who should apply for an Environmental Permit.		x	
3. Understand the application process for an Environmental Permit	3.1 Explain who you would apply to for an Environmental Permit.		x	
	3.2 Explain the application process.		x	
	3.3 Explain where to locate sources of information and guidance.	x	x	
4. Understand how to amend Environmental Permits	4.1 Explain the procedure for the following: a)making a variation to an existing permit b) transferring a permit c) surrendering a permit	x	x	x
5. Understand how Environmental Permits are enforced	5.1 Explain the attributes considered in the Operational Risk Appraisal (OPRA) scheme.	x	x	

(continues from Learning outcome 5…/)	5.2 Identify two examples of circumstances which would affect the OPRA banded profile: a) Positively b) Negatively		x	
	5.3 Explain the Compliance Classification Scheme (CCS) for breaches of permit conditions in terms of: a) the 4 CCS categories b) how a score could affect the organisation	x	x	
	5.4 Explain who has the power to enforce environmental permits.		x	
	5.5 Explain the aims of enforcement.		x	
	5.6 Identify 2 potential offences under the Environmental Permitting Regulations.	x	x	
	5.7 Explain the potential enforcement action which may be taken under the Environmental Permitting Regulations.		x	

Understand operational systems and procedures in the waste/recycling industry

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Understand work schedules and working procedures in the waste/recycling industry	1.1 Explain what is contained in a work schedule.	x	x	
	1.2 Explain the importance of following a work schedule.		x	
	1.3 Explain how working procedures can affect the work schedule.		x	
2. Know the principles of waste/recycling handling and transfer	2.1 Describe common handling methods used on waste/recycling to include: a) terminology used b)collection; transfer; treatment; disposal methods c) machinery used d) equipment used	x	x	
3. Know and understand the organisational policies about protecting the environment and self	3.1 Describe the organisational policies that are about protecting the environment.	x	x	
	3.2 Describe the organisational policies that are about protecting: a) self b) others	x	x	
	3.3 Explain what could happen if these organisational policies were not correctly followed.		x	
4. Know and understand the organisational policies about proper behaviour in the workplace in the waste and recycling industry	4.1 Describe the organisational policies that are about behaving professionally in the job role to include policies relating to: a) smoking b) eating c) drinking d) drugs	x	x	
	4.2 Explain the importance of correctly following organisational policies.		x	
	4.3 Explain what could happen if these organisational policies were not followed correctly.		x	

Know the Materials arising within the waste and recycling industry

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Know the Materials arising within the waste/recycling industry	1.1 Describe a minimum of 3 different types of waste and other materials within the waste/recycling industry.	x	x	
	1.2 Explain the type of waste and other materials worked with.	x	x	
	1.3 Explain the types of waste and other materials handled by the organization.	x	x	
	1.4 Explain how to identify unacceptable wastes.	x	x	
	1.5 Explain the regulations that cover: a) recyclables b) waste c) Hazardous waste		x	
	1.6 Explain how wastes can be treated in relation to the waste hierarchy.		x	
	1.7 Explain how 2 types of recyclables are used subsequently.		x	

Know how to maintain confidentiality of information within the waste/recycling industry

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Know how to maintain confidentiality of information in the waste and recycling industry	1.1 Explain what information is permitted to be passed on to others.	x	x	
	1.2 Explain what information is not permitted to be passed on to others.	x	x	
	1.3 Explain why some information is confidential and give 2 examples.	x	x	

Perform street cleansing manually

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 3				
Learning Outcome	**Assessment Criteria**			
1. understand how to remove litter, detritus and debris from grounds	1.1 list the permits and checks that may be required for the task	x	x	
	1.2 describe factors which should be taken into account when identifying litter, detritus and debris	x	x	
	1.3 describe organisational requirements for reporting items that may present a risk to health and safety	x	x	
	1.4 state the importance of wearing the required personal protective equipment and for others to see it being worn	x	x	
	1.5 state different types of equipment for removal of litter, detritus and debris	x	x	
	1.6 describe how to identify the correct equipment for the type of litter, detritus and debris	x	x	
	1.7 describe actions that need to be taken in order to deal with hazardous debris and detritus	x	x	
	1.8 state why mobile equipment should be secured	x	x	
	1.9 state the consequences of not securing mobile equipment		x	
	1.10 state the importance of segregating litter and putting into the correct container/location	x	x	
	1.11 state the importance of ensuring the work area is left free of litter, detritus and debris		x	
	1.12 state the organisational requirements for reporting when work has been completed	x	x	

(continued from Learning Outcome 1…/)	1.13 state the importance of adhering to organisational requirements for reporting when work has been completed		x	
2. understand how to maintain waste	2.1 describe where information on the number and location of waste collection points can be found	x	x	
	2.2 state types of hazardous debris and detritus	x	x	
	2.3 describe actions that need to be taken in order to deal with hazardous debris and detritus	x	x	
	2.4 describe how to operate equipment safely	x	x	
	2.5 describe the organisational requirements for emptying containers	x	x	
	2.6 describe how to identify when containers need replacing	x	x	
	2.7 describe the organisational requirements for reporting problems	x	x	
3. be able to remove litter, detritus and debris from grounds	3.1 confirm with the appropriate person the area to be cleaned	x	x	
	3.2 select and wear appropriate personal protective equipment for the task	x	x	
	3.3 select the appropriate equipment and cleaning methods for the types of litter, detritus and debris in the work area	x		
	3.4 use equipment safely following organisational requirements	x		
	3.5 use the correct method for removing litter from the ground surface	x		
	3.6 secure mobile equipment when not in use	x		
	3.7 segregate litter and put in correct container/location	x		
	3.8 transfer waste to the correct collection points	x		

4. be able to maintain waste collection points	4.1 identify the number and location of the waste collection points	x	x	
	4.2 identify waste that needs specialist treatment or handling	x	x	
	4.3 follow organisational requirements for dealing with waste that requires specialist treatment or handling	x		
	4.4 empty containers and replace as necessary	x		
	4.5 leave the area clean and tidy	x		
	4.6 report any problems following organisational requirements	x	x	
	4.7 return equipment to the correct place and store securely	x		
	4.8 report that work has been completed	x	x	

Perform street cleansing mechanically

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. understand how to remove litter, detritus and debris	1.1 list the permits and checks that may be required for the task	x	x	
	1.2 describe factors which should be taken into account when identifying litter, detritus and debris	x	x	
	1.3 describe organisational requirements for reporting items that may present a risk to health and safety	x	x	
	1.4 state the importance of wearing the required personal protective equipment and for others to see it being worn	x	x	
	1.5 state types of hazardous debris and detritus	x	x	
	1.6 describe actions that need to be taken in order to deal with hazardous debris and detritus	x	x	
2. understand how to operate vehicles, equipment and machinery	2.1 state the level of legal and organisational authority needed to operate the vehicle or machinery		x	
	2.2 state how the legal and organisational authority would be obtained	x	x	
	2.3 state the types of personal protective equipment required for: • vehicles • equipment and machinery • working conditions	x	x	
	2.4 describe how to check that the vehicles and machinery have sufficient resources	x	x	
	2.5 state where additional resources can be obtained	x	x	

	2.6 state the organisational requirements for reporting faults with vehicles, equipment and machinery	x	x	
	2.7 state the importance of operating vehicles, equipment and machinery safely		x	
	2.8 state the importance of securing mechanical equipment		x	
3. understand how to deal with collected waste	3.1 state types of spillage that can occur	x	x	
	3.2 describe how to check that spillages have been treated correctly	x	x	
	3.3 describe the organisational requirements for reporting problems	x	x	
	3.4 state the location of the designated collection points for waste	x	x	
	3.5 describe how to discharge and dispose of collected waste safely	x	x	
	3.6 explain the legal and organisational requirements that must be followed when disposing of waste	x	x	
	3.7 state the organisational requirements for reporting when work has been completed	x	x	
	3.8 state the importance of adhering to organisational requirements for reporting when work has been completed		x	
4. know how to clean and store vehicles, equipment and machinery	4.1 state the designated location for cleaning vehicles, equipment and machinery	x	x	
	4.2 describe the methods for cleaning vehicles, equipment and machinery	x	x	
	4.3 state the location of the storage areas for vehicles, equipment and machinery	x	x	

	4.4 state the importance of leaving storage areas secure		x	
5. be able to remove litter and detritus	5.1 confirm with the appropriate person the area to be cleaned	x	x	
	5.2 select the: • vehicle • equipment and machinery • cleaning methods suitable for the litter, detritus and surfaces to be cleaned	x		
	5.3 confirm that the appropriate legal and organisational authorisation is in place to operate the vehicles and machinery	x	x	
	5.4 select and wear personal protective equipment appropriate for the: • vehicle • equipment and machinery • working conditions	x		
	5.5 ensure that vehicles and machinery have sufficient resources	x		
	5.6 report faults with vehicles, equipment and machinery	x	x	
	5.7 use appropriate methods for removing litter detritus and debris according to: • type of litter, detritus and debris • equipment and machinery • vehicles • working conditions	x		
	5.8 operate vehicles, equipment and machinery safely following organisational requirements	x		
	5.9 secure vehicles and machinery when not in use	x		
	5.10 carry out work to allow maximum clearance of litter, detritus and debris considering working conditions	x		
6. be able to deal with collected waste	6.1 ensure spillages are treated correctly before removing them	x	x	
	6.2 report any problems following organisational requirements	x	x	

	6.3 transfer collected waste to the designated collection point	x		
	6.4 discharge and dispose of waste in line with legal and organisational requirements	x		
	6.5 leave the waste hopper empty	x		
7. be able to clean and store vehicles, equipment and machinery	7.1 clean vehicles, equipment and machinery once work is completed	x		
	7.2 return vehicles, equipment and machinery to the correct place and store securely	x		
	7.3 report that work has been completed	x	x	

Understanding customer service in the retail sector

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Understand the effect of customer service on retail business	1.1 Describe the key features of excellent customer service		x	
	1.2 Describe how excellent customer service affects a retail business		x	
	1.3 Describe the key features of unsatisfactory customer service		x	
	1.4 Describe how unsatisfactory customer service affects a retail business		x	
	1.5 Describe the main methods used by retail businesses to maintain and increase customer loyalty		x	
2. Understand how retail businesses find out about customers' needs and preferences	2.1 Describe methods of approaching customers on the sales floor and the questioning and listening techniques for finding out what customers are looking for	x	x	
	2.2 Describe how customer feedback is collected and used to improve customer service		x	
3. Understand the importance to a retail business of customer service standards, policies and procedures	3.1 Explain the difference between customer service standards, customer service policies and customer service procedures		x	
	3.2 Describe the benefits to the customer of customer service standards, policies and procedures		x	
	3.3 Describe the benefits to retail businesses of customer service standards, policies and procedures		x	
4. Understand how customer complaints and problems are	4.1 Describe the main types of customer complaints and problems		x	

| resolved in a retail business | 4.2 Describe techniques for listening to customers expressing concerns about a product or service, and for reassuring customers that their concerns have been heard and understood | | x | |
| | 4.3 Describe the key stages in resolving complaints to the customers' satisfaction | | x | |

Understanding the retail selling process

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Understand the five steps of the selling model	1.1 Outline the five steps of the selling model	x	x	
	1.2 Explain why an effective rapport needs to be created with customers		x	
	1.3 Explain the importance of effective questioning to the sales process		x	
	1.4 Explain how linking benefits to product features helps to promote sales		x	
	1.5 Explain why products must be matched to customers' needs		x	
	1.6 Explain the importance of closing the sale		x	
2. Understand how questions are used to identify customers' needs	2.1 Define 'open' and 'closed' questions and state the purpose of each in the selling process		x	
	2.2 Define what is meant by 'probing' questions and state the purpose of these in the selling process		x	
	2.3 Identify questions which can be used to establish sales opportunities	x	x	
3. Understand the benefits and uses of product knowledge	3.1 Explain how comprehensive and up-to-date product knowledge can be used to promote sales	x	x	
	3.2 Describe how the features and benefits of products can be identified and matched to customers' needs	x	x	
	3.3 Describe a range of methods for keeping product knowledge up-to-date		x	

4. Understand how sales are closed	4.1 State what is meant by a 'buying signal' and describe the main buying signals the salesperson needs to look for	x	x	
	4.2 Describe the main ways of closing sales		x	

Understanding how individuals and teams contribute to the effectiveness of a retail business

Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Know the employment rights and responsibilities of an employee and the employer	1.1 State the key requirements in a contract of employment in retail business		x	
	1.2 State which organisations are able to help individuals in the cases of violation of employee rights		x	
	1.3 State the key areas covered by 'equality' legislation		x	
	1.4 State the purpose of laws that promote equality within the workplace		x	
	1.5 Define diversity in relation to promoting equality and diversity within the workplace		x	
2. Understand the importance and characteristics of effective team work in retail business	2.1 Explain what is meant by 'team work' in retail business		x	
	2.2 Describe the benefits that team work can bring to team members and to retail business as a whole		x	
	2.3 Describe the general qualities and abilities required to be an effective member of a team in retail business		x	
3. Understand the impact of effective communication skills when working in a retail team	3.1 Describe the relevance and importance of communication skills in clarifying and resolving misunderstandings		x	
	3.2 Describe effective methods of communication used within teams		x	
	3.3 Describe how poor communication skills can affect a team's performance		x	

4. Understand how the roles and responsibilities of retail teams relate to the structure and function of organisations	4.1 Describe broad functional teams in retail and identify the different job roles and career pathways within these		x	
	4.2 Describe the relationships between different job roles within functional teams and identify the lines of accountability in retail business		x	
5. Understand how to improve personal performance	5.1 Explain the benefit to individual employees and the retail business as a whole of a personal development plan		x	
	5.2 Describe the range of methods available to identify own learning needs		x	
	5.3 Explain the main learning styles and state which learning methods and activities suit each style		x	
	5.4 Understand how personal performance contributes to business success		x	
6. Understand how personal performance contributes to business success	6.1 Explain how a team's goals impact on the roles and responsibilities of individual team members		x	
	6.2 Explain how a team's goals impact on the roles and responsibilities of individual team members		x	
	6.3 Describe the benefits to the retail business of identifying more effective ways of working		x	

Understand the requirements for the transportation of waste

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 4				
Learning Outcome	Assessment Criteria			
1. How to check the vehicle for safety	1.1 Explain how to check the vehicle for safety to include: a) load b) wear and tear on vehicle parts c) operation of vehicle controls and equipment d) vehicle handling		x	
	1.2 Explain what constitutes a variance.		x	
	1.3 Explain how to identify variances.		x	
	1.4 Explain what procedure must be followed when a variance is identified.		x	
2. Understand the effect loads have on a vehicle	2.1 Explain the characteristics of a minimum of 3 different loads.		x	
	2.2 Explain how these 3 loads could affect vehicle stability.		x	
	2.3 Explain the consequences of overloading a vehicle in terms of: a) legal b) safety c) handling		x	
	2.4 Explain safe loading procedures.		x	
3. Understand the importance of containing the load	3.1 Explain the importance of containing the load properly in terms of: a) Duty of Care b) Consequences of the loss of load		x	

4. Understand how to deal with problems on the road	4.1 Explain the procedure to follow if the vehicle is involved in: a) A breakdown b) A near miss c) An accident d) A road closure/change of route		x	
5. Understand safe driving	5.1 Explain the importance of compliance with: a) Speed limits b) Driver hours c) Use of seat belt requirements		x	
	5.2 Explain how driving could be affected by: a) Alcohol use b) Drug use c) Mobile phone use d) Driving when tired		x	
	5.3 Explain the purpose of a tachograph.		x	
	5.4 Explain the procedure when reversing the vehicle.		x	
6. Understand how to drive efficiently	6.1 Explain how to optimise fuel efficiency: a) With a full load b) With no load		x	

Understand Management Systems

SCQF Level: 6		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 3				
Learning Outcome	Assessment Criteria			
1. Understand Management Systems	1.1 Explain what a Management System is in terms of: a) Environmental b) Health and Safety c) Quality d) Asset		x	
	1.2 Explain the activities that are covered in a Management System.		x	
	1.3 Explain how management systems can be integrated with existing organisational systems.		x	
	1.4 Explain the benefits of an integrated Management System.		x	
	1.5 Explain the role of audit within Management systems.		x	

Understand operational systems and procedures in the waste/recycling industry

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Understand work schedules and working procedures in the waste/recycling industry	1.1 Explain what is contained in a work schedule.		x	
	1.2 Explain the importance of following a work schedule.		x	
	1.3 Explain how working procedures can effect the work schedule.		x	
2. Know the principles of waste/recycling handling and transfer	2.1 Describe common handling methods used on waste/recycling to include: a) terminology used b)collection; transfer; treatment; disposal methods c) machinery used d) equipment used		x	
3. Know and understand the organisational policies about protecting the environment and self	3.1 Describe the organisational policies that are about protecting the environment.		x	
	3.2 Describe the organisational policies that are about protecting: a) self b) others		x	
	3.3 Explain what could happen if these organisational policies were not correctly followed.		x	
4. Know and understand the organisational policies about proper behaviour in the workplace in the waste and recycling industry	4.1 Describe the organisational policies that are about behaving professionally in the job role to include policies relating to: a) smoking b) eating c) drinking d) drugs		x	

	4.2 Explain the importance of correctly following organisational policies.		x	
	4.3 Explain what could happen if these organisational policies were not followed correctly.		x	

Know the Materials arising within the waste and recycling industry

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Know the Materials arising within the waste/recycling industry	1.1 Describe a minimum of 3 different types of waste and other materials within the waste/recycling industry.		x	
	1.2 Explain the type of waste and other materials worked with.		x	
	1.3 Explain the types of waste and other materials handled by the organization.		x	
	1.4 Explain how to identify unacceptable wastes.		x	
	1.5 Explain the regulations that cover: a) recyclables b) waste c) Hazardous waste		x	
	1.6 Explain how wastes can be treated in relation to the waste hierarchy.		x	
	1.7 Explain how 2 types of recyclables are used subsequently.		x	

Understanding the control, receipt and storage of stock in a retail business

SCQF Level: 5		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	**Assessment Criteria**			
1. Understand the importance of having the right stock levels	1.1 Describe the purpose of stock control		x	
	1.2 Describe the consequences of inaccurate paperwork relating to stock		x	
	1.3 Describe how stock levels are maintained and the consequences to the business of not carrying the right levels of stock		x	
2. Understand how goods are received on the premises of a retail business	2.1 Explain why it is important to know what goods are expected and when they are due to arrive		x	
	2.2 Describe how to prepare the receiving area for goods delivery		x	
	2.3 Explain why it is important to check the quality and quantity of the goods received		x	
	2.4 Describe the procedures for reporting and recording: • variations in the quantities of goods received • defects in quality, such as damage or breakages		x	
	2.5 State what personal protective equipment should be used within the goods delivery area		x	
3. Understand how stock should be stored to prevent damage or loss	3.1 Describe the methods of storing stock		x	
	3.2 Describe stock handling techniques which prevent damage and loss		x	
	3.3 Explain why the quality of stock should be checked regularly and state the possible reasons why stock may deteriorate in storage		x	

	3.4 Explain why stock should be stored in order of receipt and describe how this is done		x	

Understanding retail consumer law

SCQF Level: 6		Observation	Question and Answer	Simulation/ Realistic working environment
SCQF Credit Value: 2				
Learning Outcome	Assessment Criteria			
1. Understand how consumer legislation protects the rights of customers	1.1 State the purpose of consumer legislation in relation to retail		x	
	1.2 Describe the key principles and concepts of consumer legislation such as fitness for purpose, misinterpretation, and merchantable quality		x	
2. Know the main provisions for the protection of consumers from unfair trading practices	2.1 Describe the provisions in place to protect consumers from unfair trading practices		x	
	2.2 Describe retail employees' responsibilities in ensuring fair trading practices		x	
3. Know the main provisions of consumer credit legislation in relation to retail	3.1 Describe the key legal responsibilities of a retail business and its employees when offering credit facilities to customers		x	
4. Know the main provisions of data protection legislation in relation to retail	4.1 Describe the key responsibilities and obligations of a retail business and its employees under current data protection legislation		x	
5. Know the main provisions of the law relating to the sale of licensed and age-restricted products	5.1 Identify the responsibilities and obligations of a retail business and its employees in relation to the sale of licensed goods		x	
	5.2 Identify the responsibilities and obligations of a retail business and its employees in relation to the sale of age-restricted goods		x	
6. Understand the consequences for businesses and employees of contravening retail law	6.1 Describe the legal consequences for businesses and employees of contravening retail law		x	
	6.2 Describe the probable commercial consequences and sanctions for employees and businesses of contravening retail law		x	