

# **WASTE MANAGEMENT INDUSTRY TRAINING & ADVISORY BOARD**

**Level 3 in Waste Management  
Operations:  
Civic Amenity Site (3CAS)**

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### MANDATORY UNITS

Candidates must achieve all **SEVEN** mandatory units

1CA	Control the reception of civic amenity wastes
2CA	Control the movement, sorting and storage of civic amenity wastes
3	Monitor procedures to control risks to health and safety (Employment NTO Unit B)
4CA	Control work activities on a civic amenity site
6CA	Control the transfer of recovered and waste materials from civic amenity sites
8CA	Ensure protection of the environment on civic amenity sites
11	Create effective working relationships (MCI Unit C4)

### OPTIONAL UNITS

Candidates must achieve at least **ONE** optional unit from those shown below

9	Support the efficient use of resources (MCI Unit B1)
10a	Contribute to the selection of personnel for activities (MCI Unit C7)
10b	Review the performance of teams and individuals
12	Provide information to support decision making on a waste management site

### ADDITIONAL UNIT

The following unit is not part of the qualification but is available as an additional unit if required:

13	Review and develop your performance at work
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**Level 3 in Waste Management Operations:  
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**MANDATORY UNITS**

# Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

## Commentary for Unit 1CA:

### CONTROL THE RECEPTION OF CIVIC AMENITY WASTES

#### **This unit is for:**

people who are required to control the procedures for the acceptance of wastes on a civic amenity site.

#### **This unit is about:**

the competence required to control the effective reception, inspection and validation of wastes on a civic amenity site.

#### **This is what you need to show:**

- that all reception, inspection and validation processes comply with relevant legislation
- working practices for the reception of wastes are safe and comply with company requirements and procedures
- wastes which require specific handling are dealt with effectively
- potential hazards to safety, health and the environment are identified and the risks managed appropriately
- unauthorised wastes are dealt with in accordance with applicable legislation and company procedures.

#### **Unit structure**

This is a single element unit with performance standards, knowledge and understanding requirements and a glossary of terms which appear within the unit and have a specific meaning.

#### **Place in the COTC Awards Framework**

This is a waste-specific unit within the following level 3 COTC award:  
Waste Management Operations - Civic Amenity Site.

#### **Statement on Assessment**

In the context of NVQ/SVQ assessment, evidence derived from a candidate's workplace performance is essential for this unit. However, simulation or questioning may be used to obtain evidence in relation to dealing with unauthorised wastes (Performance Standard 5).

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### Guidance on Assessment for this Unit

To complete this unit you must provide sufficient evidence to demonstrate that *you have, and are able to apply*, the knowledge, understanding and workplace skills & experience to perform the activities described within the standards competently.

To achieve this you must demonstrate that during your normal working activities you are able to competently access, interpret and implement all procedures, other associated guidance and **applicable legislation** concerned with the control and reception of **civic amenity site wastes** appropriate to your waste management licence or IPPC/PPC permit.

You must demonstrate that you are able to competently control the **reception, inspection and validation of wastes** and that activities comply with company requirements, company operating procedures and safe working practices.

You must make sure that appropriate personal protective equipment is available and used correctly by site staff when required.

You must also be able to identify the **hazards** associated with wastes received on your facility and take the appropriate action to minimise **risks** to health, safety and the environment that arise from the **reception, inspection and validation of wastes**.

Additionally, you must be able to identify **unauthorised wastes** and deal with these in accordance with organisational procedures and **applicable legislation**.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide the day to day management of the activities described by this unit.

**Note:** Words highlighted within this guidance have a specific meaning in this unit as defined in the '*Glossary of terms*'

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 1CA: CONTROL THE RECEPTION OF CIVIC AMENITY WASTES

#### GLOSSARY OF TERMS

The following terms have a specific meaning in this unit and are highlighted where they appear in the performance standards. In the context of NVQ/SVQ assessment, awarding bodies are required to make sure that a candidate's evidence of performance from the workplace demonstrates that their work is consistent with these terms as defined here.

<b>Applicable legislation</b>	This refers to legislative requirements as set out in the waste management licence, site working plan and planning permission, as well as other legislation applicable to the reception of wastes on a civic amenity site.
<b>Civic amenity site</b>	A site provided under section 51(1)(b) of the Environmental Protection Act (EPA) 1990 which is operated directly by the employees of a local authority rather than external contractors or an external contracting arm of a local authority.
<b>Hazards</b>	A hazard is something with potential to cause harm.
<b>Inspection</b>	The processes and procedures for checking the wastes delivered to the site for compliance with the waste management licence.
<b>Reception</b>	The process and procedures for accepting deliveries of wastes to the site.
<b>Risks</b>	This refers to all risks to safety, health and the environment arising from the reception, inspection and validation of wastes, including those associated with the following hazards: a) fire b) spillage c) infestation d) litter e) substances requiring special treatment.
<b>Unauthorised wastes</b>	Wastes that cannot be accepted at the site because: a) they do not comply with the waste management licence b) they are of commercial or industrial (trade) origin c) of lack of resources, capability or capacity to deal with specific loads.
<b>Validation</b>	The processes and procedures for checking that wastes delivered to the site comply with the waste management licence.

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### **Wastes**

Wastes are those specified in the waste management licence.

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### UNIT 1CA: CONTROL THE RECEPTION OF CIVIC AMENITY WASTES

#### *THE PERFORMANCE STANDARDS*

##### *You must show that you:*

1. Fully implement those procedures which ensure the compliance of each of the following operations with **applicable legislation**;
  - a. **reception** of wastes
  - b. **inspection** of wastes
  - c. **validation** of wastes.
  
2. Ensure that **waste reception, inspection** and **validation** activities comply with:
  - a. company requirements
  - b. company operating procedures
  - c. safe working practices.
  
3. Make sure that appropriate personal protective equipment is available and used correctly by site staff when required
  
4. Ensure that appropriate action is taken to identify **hazards** and minimise **risks** to safety, health and the environment that arise from the **reception, inspection** and **validation** of **wastes**.
  
5. Ensure that **unauthorised wastes** are dealt with in accordance with **applicable legislation** and company procedures.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **UNIT 1CA: CONTROL THE RECEPTION OF CIVIC AMENITY WASTES**

#### ***KNOWLEDGE AND UNDERSTANDING***

***To work to the standards set out in this unit, you need to have a working knowledge and understanding of the following as it applies to your site:***

- i. relevant legislation, Regulations and Codes of Practice applicable to safety, health and environment
  
- ii. Waste Management Papers and other guidance appropriate to your waste management licence
  
- iii. the planning permission, waste management licence and site working plan for your site
  
- iv. the storage and handling implications of civic amenity wastes
  
- v. waste identification and management procedures to inspect and validate received wastes
  
- vi. the sorts of personal protective equipment required for different types of civic amenity wastes and the procedures for effective care, maintenance and use of this equipment
  
- vii. the risks to the environment and human health arising from the reception, inspection and validation of civic amenity wastes and the procedures required to minimise risk
  
- viii. the legal requirements and company procedures for dealing with unauthorised wastes.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Evidence Requirements:**

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

### **Some examples of evidence:**

This is not an exhaustive list of evidence - it is provided to give candidates and assessors guidance on the type of evidence that might be appropriate. The actual evidence will vary greatly according to the type of site and the range of wastes accepted.

#### Managing acceptance procedures

- observation of acceptance activity
- observed action taken with wastes requiring special handling
- records of dealing with environmental hazards
- operating records
- observation of working practices

#### Internal and external audits:

- safety inspections and reports
- regulatory agency visit reports (typically the Environment Agency and SEPA)
- QA audits

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Commentary for Unit 2CA:**

#### **CONTROL THE MOVEMENT, SORTING AND STORAGE OF CIVIC AMENITY WASTES**

##### **This unit is for:**

people who are responsible for controlling procedures for the on-site movement, sorting and storage of wastes on a civic amenity site.

##### **This unit is about:**

the competence required to ensure the safe and secure movement, sorting and storage of wastes on a civic amenity site.

##### **This is what you need to show:**

- that all movement, sorting and storage operations comply with relevant legislation;
- wastes which require specific handling are dealt with safely;
- potential hazards to safety, health and the environment are identified and the risks managed appropriately;
- site rules are communicated and enforced;
- all vehicles and people on site under your direct control follow the correct procedures;
- site staff provide appropriate information and advice to people visiting the site;
- required records are complete, accurate and up-to-date.

##### **Unit structure:**

There are two elements in this unit, each of which has performance standards associated with it.

2CA.1 Control the sorting and storage of civic amenity wastes

2CA.2 Control vehicles and people on a civic amenity site

There are knowledge and understanding requirements which are relevant to both elements of this unit and a glossary of terms which appear within the unit and have a specific meaning.

##### **Place in the COTC Awards Framework**

This is a waste-specific unit within the level 3 COTC award:

Waste Management Operations - Civic Amenity Site

##### **Statement on Assessment**

In the context of NVQ/SVQ assessment, evidence derived from the candidate's workplace performance is essential for this unit. Evidence from simulation activities is not acceptable.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Guidance on Assessment for this Unit

To complete this unit you must provide sufficient evidence to demonstrate that *you have, and are able to apply*, the knowledge, understanding, workplace skills and experience to perform the activities described within the standards competently.

To achieve this you must demonstrate that during your normal working activities you are able to competently access, interpret and implement all procedures, other associated guidance and **applicable legislation** concerned with controlling the movement, sorting and storage of **civic amenity wastes**, appropriate to your waste management licence or IPPC/PPC permit.

### Element 2CA.1 Control the sorting and storage of civic amenity wastes

You must demonstrate that you are able to competently control the sorting and storage of **wastes** including the handling of wastes that require **specific handling** procedures. You must also be able to identify the **hazards** associated with the movement, sorting and storage of wastes on your facility and take the appropriate action to minimise **risks** to health, safety and the environment. Finally, you must also demonstrate that you are able to competently maintain accurate and up-to-date **records** associated with the movement, sorting and storage of **civic amenity wastes**.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide the day to day management of the activities described by this element.

### Element 2CA.2 Control vehicles and people on a civic amenity site

You must ensure that all vehicles are controlled to provide safe entrance and exit from the site and that drivers and other people on site under your control, comply with site rules and signage.

Finally, you must ensure that site staff provide appropriate direction and advice to visitors.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide the day to day management of the activities described by this element.

**Note:** Words highlighted within this guidance have a specific meaning in this unit as defined in the '*Glossary of terms*'

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 2CA: CONTROL THE MOVEMENT, SORTING AND STORAGE OF CIVIC AMENITY WASTES

#### **GLOSSARY OF TERMS**

The following terms have a specific meaning in this unit and are highlighted where they appear in the performance standards. In the context of NVQ/SVQ assessment, awarding bodies are required to make sure that a candidate's evidence of performance from the workplace demonstrates that their work is consistent with these terms as defined here.

**Applicable legislation** This refers to legislative requirements as set out in the waste management licence, site working plan and planning permission, as well as other legislation applicable to operations on a civic amenity site.

**Civic amenity site** A site provided under section 51(1)(b) of the Environmental Protection Act (EPA) 1990 which is operated directly by the employees of a local authority rather than external contractors or an external contracting arm of a local authority.

**Hazards** A hazard is something with potential to cause harm.

**Records** This refers to the documentation required by legislation and by organisational procedures in relation to the sorting and storage of civic amenity wastes. The records may be paper-based or computerised.

**Risks** This refers to any risks to safety, health and the environment arising from the movement, sorting and storage of wastes, including those associated with the following hazards:

- a) fire
- b) spillage
- c) infestation
- d) litter
- e) lack of suitable storage
- f) plant malfunction
- g) substances requiring special treatment, re-packaging or containment
- h) unauthorised waste.

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- Specific handling** This refers to the need to handle wastes in a specific way due to:
- a) the nature of the waste, e.g. its chemical properties
  - b) the physical characteristics of the waste, e.g. the size, shape or robustness of the waste or its containers
  - c) the processes which take place on site, e.g. the diversion or special storage of particular types of material for a specified operation.
- Specific handling could include the use of specialist handling equipment, particular personal protective equipment and/or storage in designated areas with additional levels of environmental protection.
- Unauthorised waste** Waste that cannot be dealt with on site because:
- a) it does not comply with the waste management licence
  - b) it is of commercial or industrial (trade) origin
  - c) of lack of resources, capability or capacity to deal with specific loads.
- Vehicles and people** This refers to the vehicles and people that are on the site for the purposes of delivering wastes, collecting recovered and waste materials, or carrying out other site requirements. Drivers of vehicles and other people on site will include members of the general public as well as site staff, hauliers and contractors.
- Wastes** Wastes are those specified in the waste management licence.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 2CA: CONTROL THE MOVEMENT, SORTING AND STORAGE OF CIVIC AMENITY WASTES

#### **THE PERFORMANCE STANDARDS**

#### **2CA.1 Control the sorting and storage of civic amenity wastes**

##### ***You must show that you:***

1. Fully implement those procedures which ensure the compliance with **applicable legislation** of both of the following operations;
  - a. sorting **wastes**
  - b. storage of **wastes**
2. Make sure that procedures for dealing with **wastes** requiring **specific handling** are in place and implemented correctly when required
3. Ensure that appropriate action is taken to identify **hazards** and minimise **risks** to safety, health and the environment that arise from the sorting and storage of **wastes**
4. Comply with any legal and company requirements for recording and reporting any **risks** to safety, health or the environment
5. Make sure that **records** are complete and accurate.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

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### UNIT 2CA: CONTROL THE MOVEMENT, SORTING AND STORAGE OF CIVIC AMENITY WASTES

#### ***THE PERFORMANCE STANDARDS***

#### **2CA.2 Control vehicles and people on a civic amenity site**

##### ***You must show that you:***

1. Fully implement those procedures which ensure the compliance of **vehicles and people** on site with **applicable legislation** and company procedures.
2. Make sure that vehicles are controlled so as to provide safe entrance to and exit from the site.
3. Ensure that drivers and other people on site, who are under your direct control, are made aware of, and obey, the applicable site rules and site signage.
4. Make sure that site staff provide appropriate direction and advice to people visiting the site.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **UNIT 2CA: CONTROL THE MOVEMENT, SORTING AND STORAGE OF CIVIC AMENITY WASTES**

#### ***KNOWLEDGE AND UNDERSTANDING***

***To work to the standards set out in this unit, you need to have a working knowledge and understanding of the following as it applies to your site:***

- i. relevant legislation, Regulations and Codes of Practice applicable to safety, health and environment
- ii. Waste Management Papers and other guidance appropriate to your waste management licence
- iii. the planning permission, waste management licence and site working plan for your site
- iv. your site procedures for handling and storage of different types of civic amenity waste
- v. the sorts of personal protective equipment required for handling different types of civic amenity wastes, (e.g. oil, asbestos, heavy items) and the procedures for effective care, maintenance and use of this equipment
- vi. the type, function and procedures for safe operation of any handling equipment used on site
- vii. the risks to safety, health and the environment arising from the movement, sorting and storage of civic amenity wastes and the procedures required to minimise risk
- viii. the legal and organisational requirements for recording risks to safety, health and the environment, who these should be reported to, and the procedures for doing this
- ix. internal traffic management procedures
- x. your site procedures for the proper management control of the movement, sorting and storage of wastes received on site
- xi. the records required by legislation and your employer in relation to the sorting and storage of wastes on a civic amenity site.

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### **Evidence Requirements:**

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

### **Some examples of evidence:**

This is not an exhaustive list of evidence - it is provided to give candidates and assessors guidance on the type of evidence that might be appropriate. The actual evidence will vary greatly according to the type of site and the range of wastes accepted.

### **Sorting, and storage of civic amenity site wastes:**

- observation of monitoring activity
- observation of separation, sorting and storage activities
- observation of state of housekeeping of site
- use of correct personal protective equipment
- records of dealing with threats to the environment
- operating records

### **Controlling vehicles, drivers and other users:**

- observation of monitoring activity
- observation of operatives/visitors controlling vehicles, drivers and other users
- use of correct personal protective equipment
- operating records

### **Internal and external audits:**

- safety inspections and reports
- Environment Protection Agency visit reports
- QA audits

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Commentary for Unit 3:**

#### **MONITOR PROCEDURES TO CONTROL RISKS TO HEALTH AND SAFETY**

(Employment NTO Unit B)

#### **This unit is for:**

people who have been allocated responsibility for checking and co-ordinating health and safety matters as part of their responsibilities for managing a waste management facility.

#### **This unit is about:**

the competence required to ensure that statutory and workplace procedures for controlling risks to health and safety are being carried out. This involves ensuring that health and safety procedures are being followed within work areas and appropriate action is undertaken to deal with risks that arise from workplace hazards.

#### **This is what you need to show**

- that you understand health and safety requirements at the workplace and keep yourself and others up-to-date about health and safety regulations appropriate to your workplace
- people for whom you are responsible understand and comply with workplace health and safety procedures
- people for whom you are responsible receive relevant training on how to deal with health and safety hazards
- procedures are in place to identify hazards and minimise risks in the workplace
- risk control measures are consistent with legal and workplace health and safety procedures and are communicated to all relevant people
- all necessary records relating to health and safety matters are complete, accurate and up-to-date and available to those authorised to use them.

#### **Unit structure**

There are two elements in this unit, each of which has performance standards associated with it.

3.1 Check that health and safety procedures are followed

3.2 Ensure that risks are controlled safely and effectively

There are knowledge and understanding requirements which are relevant to the elements of this unit and a glossary of terms which appear within the unit and have a specific meaning. Fundamental to this unit is an understanding of the terms "hazard" and "risk". They have been defined overleaf, and it is VERY IMPORTANT that they are understood before taking this unit.

#### **Place in the COTC Awards Framework**

This is a common unit included within all COTC awards.

#### **Statement on Assessment**

In the context of NVQ/SVQ assessment, evidence derived from a candidate's workplace performance is essential for this unit. Performance evidence must be provided against each of the Performance Standards and show that at least three sources of information have been used, all the workplace health and safety procedures for the areas listed have been checked and at least two types of hazard which could present high risk if controls are not in place have been reported (see glossary).

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Guidance on Assessment for this Unit

To complete this unit you must provide sufficient evidence to demonstrate that *you have, and are able to apply*, the knowledge, understanding and workplace skills & experience to perform the activities described within the standards competently.

To achieve this you must demonstrate that during your normal working activities you are able to competently access, interpret and implement all procedures, other associated guidance and **applicable legislation** concerned with monitoring procedures to control risks to health and safety.

### Element 3.1 Check that health and safety procedures are followed

You must demonstrate that you are able to confirm that all information available to you on statutory health and safety regulations is up-to-date and obtained from reliable **information sources**.

You must conduct monitoring of **workplace procedures** at agreed intervals in accordance with workplace requirements, checking regularly that other persons possess current information on health and safety **hazards** and how to deal with **risks** that may arise.

You must confirm that **other persons** have received relevant training on how to deal with health and safety **hazards**, making any recommendations for changes to **workplace procedures**, clearly, to the **responsible person**.

You must brief and obtain comments from **other persons** concerning **workplace procedures** and respond promptly to breaches of **health and safety procedures** in a way which meets workplace and legal requirements.

Finally, you must demonstrate that you check regularly your records relating to health and safety matters and as such comply with legal and workplace requirements, and, ensure that records are accessible to persons authorised to use them.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide the day to day management of the activities described by this element.

### Element 3.2 Ensure that risks are controlled safely and effectively

You must show that records kept are accurate and legible relating to workplace **risks** that you report or identify. You must **report** the existence of **hazards** with high **risks** in accordance with **workplace health and safety procedures**, confirming that appropriate precautions to control these **risks** are agreed with the persons responsible for health and safety.

You must demonstrate that the precautions are in accordance with legal and **workplace health and safety procedures**, checking that **other persons** are aware of the **risks** and understand the actions to take to reduce them.

You must show that you review the precautions to ensure those **risks** are minimised and as such are no longer significant. Reports must be made promptly and accurately and any conflicts, which remain between workplace and statutory requirements, reported to the appropriate person.

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Finally, you must ensure that your **reports** contain accurate details about the cause of **hazards** with high **risks**, making recommendations to minimise their re-occurrence.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 3            **MONITOR PROCEDURES TO CONTROL RISKS TO HEALTH AND SAFETY** (Employment NTO Unit B)

#### **GLOSSARY OF TERMS**

The following terms have a specific meaning in this unit and are highlighted where they appear in the performance standards. In the context of NVQ/SVQ assessment, awarding bodies are required to make sure that a candidate's evidence of performance from the workplace demonstrates that their work is consistent with these terms as defined here.

The Health and Safety Executive (HSE) is the body appointed to support and enforce health and safety law. They have defined two important concepts as follows:

**Hazard**                      “ a hazard is something with potential to cause harm”.

**Risk**                              “ a risk is the likelihood of the hazard's potential being realised”.

Almost anything may be a hazard, but may or may not become a risk. For example:

1. A trailing electric cable from a piece of equipment is a hazard. If it is trailing across a passageway there is a high risk of someone tripping over it, but if it lies along a wall out of way, the risk is much less.
2. Hazardous wastes are a hazard, and by their nature may present high risk. However, if they are kept in properly designed secure storage areas, and handled by properly trained and equipped people, the risk is much less than if they are left unattended and unmarked on a busy waste management site.
3. A heavy or bulky load is a hazard. It presents a higher risk to someone who lifts it manually than if a mechanical handling device is properly used.

**Other persons**                      This phrase refers to everyone covered by the Health and Safety Act including, as relevant to the site, visitors, members of the public, colleagues, contractors, clients, customers.

**Personal presentation**              This includes, personal hygiene; use of personal protection equipment; clothing and accessories suitable to the particular workplace.

**Reports**                              Reports will be written and oral.

**Responsible persons**              The person or persons at work to whom you should report any health and safety issues or hazards.

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<b>Risks</b>	Risks resulting from the following hazards: a) the handling or use of hazardous substances b) the use and maintenance of plant, equipment and material c) poor working practices d) unsafe behaviour e) accidental breakages and spillages f) obstructions g) ill-health issues h) condition of the workplace.
<b>Sources of information</b>	Information about statutory health and safety regulations must be from recognised and reliable sources including: a) internal Health and Safety experts b) HSE offices c) relevant industry publications d) external organisations.
<b>Workplace</b>	This refers to the single or multiple areas for which you are responsible.
<b>Working practices</b>	Any activities, procedures, use of materials or equipment and working techniques used in carrying out your job. In this unit it also covers any omissions in good working practice which may pose a threat to health and safety.
<b>Workplace policies</b>	This covers documentation prepared by the employer on the procedures to be followed regarding health and safety matters. It could be the employer's safety policy statement, or general health and safety statements and guidance covering aspects of the workplace that should be drawn to the employees ( and "other persons") attention.
<b>Workplace Health and Safety Procedures</b>	These cover: a) the use of safe working methods and equipment b) the safe use of hazardous substances c) smoking, eating, drinking and drugs d) what to do in the event of an emergency.

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### Key points regarding Health and Safety legislation and regulations.

"Health and Safety at Work Act 1974"

The Health and Safety at Work Act 1974 is the main piece of legislation under which nearly all the other regulations are made. It is for this reason that only this piece of legislation is specifically referred to in this Unit.

Employers have a legal duty under this Act to ensure, so far as is reasonably practicable, the health, safety and welfare at work of the people for whom they are responsible and the people who may be affected by the work they do.

Under this Act it is also important to remember that all people at work, not just employers, have a responsibility to take reasonable care to avoid harming themselves or others through the work they do.

Risks should be reduced "so far as is reasonably practicable". This term means the duty-holder (in most instances the employer) can balance the cost against the degree of risk although obviously any Health and Safety inspectors would expect that relevant good practice is followed.

According to the Act:

Employers must safeguard so far as is reasonably practicable, the health, safety and welfare at work of all the people who work for them. This applies in particular to the provision and maintenance of safe plant and systems of work, and covers all machinery, equipment and substances used.

People at work also have a duty under the Act to take reasonable care to avoid harm to themselves or to others by their work activities, and to co-operate with employers and others in meeting statutory requirements. The Act also requires employees not to interfere with or misuse anything provided to protect their health, safety or welfare in compliance with the Act.

### Other Legislation

There is an array of health and safety regulations and codes of practice which affect people at work. There are regulations for those who, for example, work with electricity, or work on construction projects, as well as regulations covering noise at work, manual handling, working with VDUs, or dealing with substances hazardous to health etc.. The specific requirements for all or any of these can be obtained from HSE local offices.

As many of the regulations are only relevant to certain workplaces or work activities no specific reference has been made in the knowledge and understanding requirements to any of these regulations. The phrase "your responsibilities for health and safety as defined by any specific legislation covering your job role" is intended to relate to those specific pieces of legislation important to your workplace and/or activities which you should be able to find out about.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 3            MONITOR PROCEDURES TO CONTROL RISKS TO HEALTH AND SAFETY    (Employment NTO Unit B)

#### **THE PERFORMANCE STANDARDS**

#### **3.1 Check that health and safety procedures are followed**

##### ***You must show that you:***

1. Confirm that all the information available to you on statutory health and safety regulations is up-to-date and from recognised and reliable **information sources**.
  
2. Conduct your monitoring of **workplace procedures** at agreed intervals and in accordance with workplace requirements.
  
3. Check regularly that **other persons** possess:
  - a. up-to-date information about health and safety **hazards**, and
  - b. instructions on how to deal with **risks** which can arise.
  
4. Confirm **other persons** have received relevant training on how to deal with health and safety **hazards**.
  
5. Make any recommendations for changes to **workplace procedures**, clearly, to the **responsible person**.
  
6. Brief and obtain feedback from **other persons** concerning **workplace procedures**.
  
7. Respond promptly to any breaches of **health and safety procedures** in a way which meets workplace and legal requirements.
  
8. Check regularly that your records relating to health and safety matters
  - a. comply with legal and workplace requirements, and
  - b. are accessible to those who are authorised to use them.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the '*Glossary of terms*'.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 3            MONITOR PROCEDURES TO CONTROL RISKS TO HEALTH AND SAFETY    (Employment NTO Unit B)

#### **THE PERFORMANCE STANDARDS**

#### **3.2 Ensure that risks are controlled safely and effectively**

##### ***You must show that you:***

1. Keep accurate and legible records of workplace **risks** identified or reported to you.
  
2. **Report** the existence of **hazards** with high **risks** in accordance with **workplace health and safety procedures**.
  
3. Confirm that appropriate precautions to control these **risks** have been agreed with the persons responsible for health and safety
  
4. Confirm that the precautions are in accordance with legal and **workplace health and safety procedures**.
  
5. Check that **other persons** are
  - a. aware of the **risks**, and
  - b. understand the action to be taken to reduce the **risks** which can arise.
  
6. Review the precautions to ensure those **risks** are minimised and are no longer significant.
  
7. Report promptly and accurately any conflicts which still exist between workplace and statutory requirements to the persons responsible for health and safety.
  
8. Ensure your **reports** contain accurate details about the cause of **hazards** with high **risks** and make suitable recommendations to minimise their reoccurrence.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the '*Glossary of terms*'.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 3            MONITOR PROCEDURES TO CONTROL RISKS TO HEALTH AND SAFETY    (Employment NTO Unit B)

#### ***KNOWLEDGE AND UNDERSTANDING***

***To work to the standards set out in this unit, you need to know and understand:***

#### *Health and Safety legislation*

- i. employers' and employees' legal duties for health and safety in the workplace as defined by the Health and Safety at Work Act 1974
- ii. your responsibilities for health and safety as defined by any specific legislation covering your job role.

#### *Controlling risks to health and safety*

- iii. how to keep health and safety records
- iv. effective communication methods
- v. effective methods of monitoring the activities and understanding of other people with respect to health and safety matters
- vi. the difference between a hazard and a risk
- vii. what hazards may exist in your workplace
- viii. the particular health and safety risks which may be present in your own job role and the precautions to take
- ix. the importance of remaining alert to the presence of hazards in the whole workplace
- x. the importance of promptly dealing with or reporting significant risks in the workplace.

#### *Organisational context*

- xi. the work areas and people for whom you are responsible
- xii. the scope of your job and your own capabilities with respect to health and safety matters

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

xiii.the specific organisational health and safety arrangements covering your job role

xiv.agreed health and safety policies and their procedures at your workplace

xv.agreed intervals for monitoring health and safety compliance

xvi.workplace policies relating to resolving hazards

xvii.workplace procedures for record keeping.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Evidence Requirements:**

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

### **Some examples of evidence:**

This is not an exhaustive list of evidence - it is provided to give candidates and assessors guidance on the type of evidence that might be appropriate. The actual evidence will vary greatly according to the type of site and the range of wastes accepted.

### **Check that health and safety procedures are followed**

- observation of monitoring activity
- records of materials availability and issue
- records of safety equipment issued
- permit to work certificates, instructions, and control system

Internal and external audits:

- safety inspection reports
- regulatory agency visit reports (typically the Environment Agency and SEPA)
- QA audits
- safety audits

Application of the company Health and Safety Policy

- policy, organisation and relevant arrangements documents
- COSHH assessments and records
- records of personnel training in the use of PPE and other safety equipment

Communications:

- communications (oral or written) to operatives

### **Ensure that risks are controlled safely and effectively**

- company emergency procedures
- records of related risk assessments
- records of review findings
- records of revisions to procedures
- records of discussions with external bodies
- records of dangerous occurrences

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

Internal and external audits:

- observation reports on practices and drills
- monitoring reports on emergency equipment maintenance
- statutory authority visit reports
- QA audits
- safety audits

Application of company Health and Safety policy:

- policy, organisation and relevant arrangements documents
- communications (oral and written) to operatives

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Commentary for Unit 4CA:**

#### **CONTROL WORK ACTIVITIES ON A CIVIC AMENITY SITE**

##### **This unit is for:**

people who are responsible for controlling the work activities carried out on a civic amenity site.

##### **This unit is about:**

the competence required to ensure work activities are carried out safely and effectively in accordance with agreed site operational procedures.

##### **This is what you need to show:**

- work instructions for all activities are established, monitored and maintained
- all personnel on site fully understand their work instructions and implement them effectively
- work activities and methods are consistent with legal and organisational requirements
- safe working practices are used at all times
- all necessary records are complete, accurate and up-to-date.

##### **Unit structure**

This is a single element unit with performance standards, knowledge and understanding requirements and a glossary of terms which appear within the unit and have a specific meaning.

##### **Place in the COTC Awards Framework**

This is a facility and waste specific unit within the level 3 COTC award:  
Waste Management Operations - Civic Amenity Site

##### **Statement on Assessment**

In the context of NVQ/SVQ assessment, evidence derived from a candidate's workplace performance is essential for this unit. However, simulation or questioning may be used to obtain evidence in relation to recognising and responding to incidents of non-compliance with work instructions (Performance Standard 7).

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Guidance on Assessment for this Unit

To complete this unit you must provide sufficient evidence to demonstrate that *you have, and are able to apply*, the knowledge, understanding and workplace skills & experience to perform the activities described within the standards competently.

To achieve this you must demonstrate that during your normal working activities you are able to competently access, interpret and implement all procedures, other associated guidance and **applicable legislation** concerned with the control of work activities on a **civic amenity site** appropriate to your waste management licence or IPPC/PPC permit.

### Unit 4CA Control work activities on a civic amenity site

You must demonstrate that you establish clear **work instructions** for site staff covering all site **activities**. These must be consistent with **applicable legislation**, safe working practices and work **targets**. You must ensure that the **work instructions** contain all the necessary information for site staff to carry out activities safely and effectively and that they are communicated in a manner that will ensure staff understand the requirements.

You must fully implement procedures to ensure that working practices on site comply with **work instructions** and that where any non-compliance with **work instructions** is identified, prompt and effective corrective action is taken.

Finally, you must ensure that all **records** relating to work **activities** are complete and accurate.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide the day to day management of the activities described by this element.

**Note:** Words highlighted within this guidance have a specific meaning in this unit as defined in the '*Glossary of terms*'

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 4CA: CONTROL WORK ACTIVITIES ON A CIVIC AMENITY SITE

#### **GLOSSARY OF TERMS**

The following terms have a specific meaning in this unit and are highlighted where they appear in the performance standards. In the context of NVQ/SVQ assessment, awarding bodies are required to make sure that a candidate's evidence of performance from the workplace demonstrates that their work is consistent with these terms as defined here.

<b>Activities</b>	This refers to all appropriately authorised activities carried out on a civic amenity site.
<b>Applicable legislation</b>	This refers to legislative requirements as set out in the waste management licence, site working plan and planning permission, as well as other legislation applicable to operations on a civic amenity site.
<b>Civic amenity site</b>	A site provided under section 51(1)(b) of the Environmental Protection Act (EPA) 1990 which is operated directly by the employees of a local authority rather than external contractors or an external contracting arm of a local authority.
<b>Communicate</b>	Work instructions will be provided in a format, manner and at a level appropriate to the staff concerned, including choosing an appropriate time and place. Work instructions may be communicated orally or in writing.
<b>Records</b>	This refers to the documentation required by legislation and by company procedures in relation to work activities on a civic amenity site. The records may be paper-based or computerised.
<b>Targets</b>	This refers to the overall site operational outcomes and requirements which may be specified in the site licence and by the site management, for example, recycling targets.
<b>Wastes</b>	Wastes are those specified in the waste management licence.
<b>Work instructions</b>	Work instructions will include: a) site operational procedures b) safety and environmental protection procedures c) safe systems of work d) hazards likely to be encountered and necessary precautions e) the standards of work to be achieved.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 4CA: CONTROL WORK ACTIVITIES ON A CIVIC AMENITY SITE

#### *THE PERFORMANCE STANDARDS*

*You must show that you:*

1. Ensure that clear **work instructions** are established for all site **activities**
2. Ensure that **work instructions** are consistent with **applicable legislation**, safe working practices and work **targets**
3. Ensure that **work instructions** contain all the information needed for site staff to carry out **activities** safely and effectively
4. Effectively **communicate work instructions** to all site staff
5. Make sure that site staff understand their **work instructions**
6. Fully implement procedures to ensure that working practices on site comply with **work instructions**
7. Identify any non-compliance with **work instructions** and take prompt and effective corrective action
8. Make sure that **records** relating to work **activities** are complete and accurate.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 4CA: CONTROL WORK ACTIVITIES ON A CIVIC AMENITY SITE

#### **KNOWLEDGE AND UNDERSTANDING**

***To work to the standards set out in this unit, you need to have a working knowledge and understanding of the following as it applies to your site:***

- i. relevant legislation, Regulations and Codes of Practice applicable to safety, health and environment
- ii. Waste Management Papers and other guidance appropriate to your waste management licence
- iii. the planning permission, waste management licence and site working plan for your site
- iv. the handling and storage implications of the types of wastes dealt with on site, including those requiring specific handling, e.g. asbestos, batteries, oil
- v. the personal protective equipment required for handling the types of wastes received on site and the procedures for effective care, maintenance and use of this equipment
- vi. your organisation's objectives and targets for the civic amenity site
- vii. how to communicate work instructions orally and in writing
- viii. the importance of checking people's understanding of work instructions and how to do this
- ix. the importance of monitoring compliance with work instructions, how to do this, and the actions to take in response to incidents of non-compliance
- x. site procedures for the proper management control of work activities
- xi. the records required by legislation and by organisational procedures in relation to work activities on a civic amenity site.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Evidence Requirements:**

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

### **Some examples of evidence:**

This is not an exhaustive list of evidence - it is provided to give candidates and assessors guidance on the type of evidence that might be appropriate. The actual evidence will vary greatly according to the type of site and the range of wastes accepted.

#### Preparing and communicating work instructions:

- work instructions prepared
- method of communication to operatives
- review dates and reasons for review
- amendments made

#### Monitoring implementation of work instructions:

- method of monitoring
- results of monitoring and action taken

#### Internal and external audits:

- safety inspections and reports
- regulatory agency visit reports (typically, the Environment Agency or SEPA)
- QA audits

#### Application of the company Health and Safety Policy:

- organisation and relevant arrangements documentation
- COSHH assessments and records
- records of personnel training in the use of PPE and other safety equipment

#### Communications:

- Communication (oral or written) to operatives

#### Monitoring operations for compliance:

- observation of monitoring activity
- records and findings of monitoring activity
- action taken
- operational records

#### Internal and external audits:

- safety inspections and reports
- Environment Agency/SEPA visit reports
- QA audits

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

Application of the company Health and Safety Policy:

- organisation and relevant arrangements documentation
- COSHH assessments and records
- records of personnel training in the use of PPE and other safety equipment

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Commentary for Unit 6CA:**

#### **CONTROL THE TRANSFER OF RECOVERED AND WASTE MATERIALS FROM CIVIC AMENITY SITES**

##### **This unit is for:**

people responsible for controlling the transfer of recovered materials and wastes for disposal from a civic amenity site.

##### **This unit is about:**

the competence required to ensure that the transfer of recovered and waste materials from a civic amenity site is carried out safely and effectively in accordance with legislative and company requirements.

##### **This is what you need to show:**

- all transfer operations comply with relevant legislation
- appropriate transfer procedures are in place and carried out safely and correctly
- potential hazards to safety, health and the environment are identified and the risks managed appropriately
- recovered materials for re-use or recycling comply with the appropriate specification
- wastes for disposal meet the requirements of the relevant disposal facility
- all necessary records are complete, accurate and up-to-date.

##### **Unit structure**

This is a single element unit with performance standards, knowledge and understanding requirements and a glossary of terms which appear within the unit and have a specific meaning.

##### **Place in the COTC Awards Framework**

This is a facility and waste specific unit within the level 3 COTC award:  
Waste Management Operations - Civic Amenity Site.

##### **Statement on Assessment**

In the context of NVQ/SVQ assessment, evidence derived from a candidate's workplace performance is essential for this unit. Evidence from simulated activities is not acceptable.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Guidance on Assessment for this Unit

To complete this Unit you must provide sufficient evidence to demonstrate that *you have, and are able to apply*, the knowledge, understanding, workplace skills and experience to perform the activities described within the standards competently.

To achieve this you must demonstrate that during your normal working activities you are able to competently access, interpret and implement all procedures, other associated guidance and **applicable legislation** concerned with controlling the transfer of recovered and waste materials from civic amenity sites appropriate to your waste management licence or IPPC/PPC permit.

You must demonstrate that you fully implement procedures to ensure that the transfer and handling of **recovered materials** and **wastes** from the civic amenity site complies with **applicable legislation** and company procedures.

You must ensure that appropriate action is taken to identify **hazards** and minimise **risks** to health, safety and the environment, which may arise from transfer operations. Furthermore, you must fully implement procedures to ensure that **recovered** materials for re-use or recycling meet the appropriate specification before despatch and that **wastes** for disposal meet the requirements of the intended disposal facility.

You must demonstrate that all **records** relating to the transfer of **recovered materials** and **wastes** are complete, accurate and up-to-date.

Finally, you must ensure that transfer documentation is completed correctly and complies with **applicable legislation** and company requirements.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide the day to day management of the activities described by this unit.

**Note:** Words highlighted within this guidance have a specific meaning in this unit as defined in the '*Glossary of terms*'

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 6CA: CONTROL THE TRANSFER OF RECOVERED AND WASTE MATERIALS FROM CIVIC AMENITY SITES

#### GLOSSARY OF TERMS

The following terms have a specific meaning in this unit and are highlighted where they appear in the performance standards. In the context of NVQ/SVQ assessment, awarding bodies are required to make sure that a candidate's evidence of performance from the workplace demonstrates that their work is consistent with these terms as defined here.

<b>Applicable legislation</b>	This refers to legislative requirements as set out in the waste management licence, site working plan and planning permission, as well as other legislation applicable to the transfer of recovered and waste materials from civic amenity sites.
<b>Civic amenity site</b>	A site provided under section 51(1)(b) of the Environmental Protection Act (EPA) 1990 which is operated directly by the employees of a local authority rather than external contractors or an external contracting arm of a local authority.
<b>Hazards</b>	A hazard is something with potential to cause harm.
<b>Records</b>	This refers to the documentation required by legislation and by company procedures in relation to the transfer of recovered materials and wastes for final disposal from a civic amenity site. The records may be paper-based or computerised.
<b>Recovered materials</b>	Household waste materials which with subsequent processing will produce marketable products, e.g. oil, paper, glass, or that have a practical use, e.g. wood, bricks.
<b>Risks</b>	This refers to any risks to safety, health and the environment arising from transfer operations, including those associated with the following hazards: a) fire b) spillage c) litter d) infestation e) substances requiring special treatment f) the presence of members of the public on site.
<b>Wastes</b>	Wastes are those specified in the waste management licence.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 6CA: CONTROL THE TRANSFER OF RECOVERED AND WASTE MATERIALS FROM CIVIC AMENITY SITES

#### *THE PERFORMANCE STANDARDS*

##### *You must show that you:*

1. Fully implement procedures to ensure the transfer of **recovered** and **waste** materials from a civic amenity site complies with **applicable legislation** and company procedures.
2. Make sure that **recovered materials** and **wastes** are handled correctly in accordance with **applicable legislation** and company operating procedures
3. Ensure that appropriate action is taken to identify **hazards** and minimise **risks** to safety, health and the environment arising from transfer operations
4. Fully implement procedures to ensure that:
  - a. **recovered** materials for re-use or recycling meet the appropriate specification before dispatch
  - b. **wastes** for disposal meet the requirements of the intended disposal facility
  - c.
5. Make sure that **records** relating to the transfer of **recovered materials** and **wastes** are complete, accurate and up-to-date
6. Ensure that transfer documentation is completed correctly and complies with **applicable legislation** and company requirements.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **UNIT 6CA: CONTROL THE TRANSFER OF RECOVERED AND WASTE MATERIALS FROM CIVIC AMENITY SITES**

#### ***KNOWLEDGE AND UNDERSTANDING***

***To work to the standards set out in this unit, you need to have a working knowledge and understanding of the following as it applies to your site:***

- i. relevant legislation, Regulations and Codes of Practice applicable to safety, health and environment
- ii. Waste Management Papers and other guidance appropriate to your waste management licence
- iii. the planning permission, waste management licence and site working plan for your site
- iv. waste identification procedures
- v. the handling implications of the recovered materials and waste materials dealt with on site
- vi. your site procedures for the transfer of recovered materials and wastes from the site
- vii. the personal protective equipment required for operatives handling recovered materials and wastes, and the procedures for effective care, maintenance and use of this equipment
- viii. the risks to the environment and human health arising from the transfer of recovered materials and wastes from the site and the procedures required to minimise and manage risk
- ix. the specifications for recovered materials transferred from your site
- x. the requirements of the intended disposal facility for wastes transferred from the site
- xi. the records and transfer documentation required by legislation and your organisation relating to the transfer of recovered materials and wastes from the site.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Evidence Requirements:**

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

### **Some examples of evidence:**

This is not an exhaustive list of evidence - it is provided to give candidates and assessors guidance on the type of evidence that might be appropriate. The actual evidence will vary greatly according to the type of site and the range of wastes accepted.

### **Controlling the transfer of recyclable materials:**

- observation of monitoring activity
- observation of use of personal protective equipment
- records of how threats to the environment were dealt with
- quality of sorting and assembling recyclable materials for despatch
- observation of work and housekeeping standard

Internal and external audits:

- safety inspections and reports
- regulatory body visit reports (typically Environment Agency or SEPA)
- QA audits

### **Controlling the transfer of wastes for disposal:**

- observation of monitoring activity
- observation of use of personal protective equipment
- records of how threats to the environment were dealt with
- preparation of wastes for despatch for disposal
- observation of work and housekeeping standard

Internal and external audits:

- safety inspections and reports
- regulatory body visit reports (typically Environment Agency or SEPA)
- QA audits

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Commentary for Unit 8CA:

#### ENSURE PROTECTION OF THE ENVIRONMENT ON CIVIC AMENITY SITES

##### **This unit is for:**

people responsible for ensuring effective implementation of procedures to ensure environmental protection on civic amenity sites.

##### **This unit is about:**

the competence required to ensure that working practices do not create any risks to the environment and that appropriate action is taken in response to any significant risks to the environment that might occur on a civic amenity site.

##### **This is what you need to show:**

- all potential hazards to the environment are identified and the risks managed appropriately
- environmental monitoring and control systems are in place and operating effectively
- appropriate action is taken to deal with potential or actual harm to the environment, including giving advice and guidance to staff when required
- workplace environmental procedures are established and communicated to site staff
- staff understand and are committed to environmental procedures and have the necessary training to implement them correctly
- procedures are monitored to identify instances of non-compliance with workplace environmental procedures and appropriate corrective actions taken when required
- all necessary records are complete, accurate and up-to-date.

##### **Unit structure**

There are two elements in this unit, each of which has performance standards associated with it.

8CA.1 Maintain environmental control measures on a civic amenity site

8CA.2 Minimise risks to the environment arising from site operations

There are knowledge and understanding requirements which are relevant to the elements of this unit and a glossary of terms which appear within the unit and have a specific meaning.

##### **Place in the COTC Awards Framework**

This unit is a facility and waste specific unit within the level 3 COTC award:

Waste Management Operations - Civic Amenity Site

##### **Statement on Assessment**

In the context of NVQ/SVQ assessment, evidence derived from a candidate's workplace performance is essential for this unit. However, simulation or questioning may be used to obtain evidence in relation to responding to actual or potential harm to the environment, reporting hazards that you are unable or unauthorised to deal with, and responding to instances of non-compliance with environmental procedures.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Guidance on Assessment for this Unit

To complete this unit you must provide sufficient evidence to demonstrate that *you have, and are able to apply*, the knowledge, understanding and workplace skills & experience to perform the activities described within the standards competently.

To achieve this you must demonstrate that during your normal working activities you are able to competently access, interpret and implement all procedures, other associated guidance and **applicable legislation** concerned with ensuring protection of the environment on civic amenity sites appropriate to your waste management licence or IPPC/PPC permit.

### Element 8CA.1 Maintain environmental control measures on a civic amenity site

You must demonstrate that you identify the working practices, materials, or equipment, which could cause harm to the environment and ensure that the **control systems** to limit potential harm to the environment are implemented correctly. You must ensure that inspections to monitor impacts on the environment are carried out at agreed intervals and in accordance with workplace requirements.

You must demonstrate that you promptly and accurately report any **hazards**, which present **risks** to the environment that you are unable or unauthorised to deal with, to the **relevant people**.

You must show that you promptly identify when **monitoring data** shows deviations from expected norms, and that you take prompt and effective preventative and/or corrective action in protecting the environment. This includes providing prompt advice and guidance to site personnel, when needed, to limit and control potential or actual harm to the environment.

You must ensure that **records** are accurate and up-to-date of any situations that present potential and/or actual harm to the environment and that actions are taken to limit and control harm.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide day to day management of the activities described by this element.

### Element 8CA.2 Minimise risks to the environment arising from site operations

You must show that you ensure that **environmental procedures** are established for all site operations, making sure that these procedures are consistent with **applicable legislation** as well as the company environmental policy and procedures.

You must clearly **communicate** and ensure that all site staff understand the **environmental procedures** and are committed to them. You must ensure that staff have received relevant training on how to implement these procedures appropriately, taking prompt and effective corrective action in response to instances of non-compliance.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide day to day management of the activities described by this element.

**Note:** Words highlighted within this guidance have a specific meaning in this unit as defined in the '*Glossary of terms*'

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 8CA: ENSURE PROTECTION OF THE ENVIRONMENT ON CIVIC AMENITY SITES

#### GLOSSARY OF TERMS

The following terms have a specific meaning in this unit and are highlighted where they appear in the performance standards. In the context of NVQ/SVQ assessment, awarding bodies are required to make sure that a candidate's evidence of performance from the workplace demonstrates that their work is consistent with these terms as defined here.

<b>Applicable legislation</b>	This refers to legislative requirements as set out in the waste management licence, site working plan and planning permission, as well as other legislation applicable to protection of the environment on a civic amenity site.
<b>Civic amenity site</b>	A site provided under section 51(1)(b) of the Environmental Protection Act (EPA) 1990 which is operated directly by the employees of a local authority rather than external contractors or an external contracting arm of a local authority.
<b>Communicate</b>	Environmental procedures may be communicated to site staff orally or in writing.
<b>Control systems</b>	Systems set up to prevent harm to the environment from the release of environmentally damaging materials and statutory nuisances, <i>e.g. fumes, dust, litter, fire, birds, vermin and insects.</i>
<b>Environmental procedures</b>	The specific instructions or details for site operations, including: a) the use of environmentally safe working methods and equipment b) what to do in the event of an emergency involving environmental hazards c) authorisation for handling, storing, using or disposing of hazardous materials, products or equipment.
<b>Hazards</b>	A hazard is something with potential to cause harm.
<b>Monitoring data</b>	Information from monitoring and control systems which allow control over a process that protects the environment and check for the release of environmentally damaging materials.
<b>Records</b>	This refers to the documentation required by legislation and by organisational procedures in relation to protection of the environment and incident reporting. The records may be paper-based or computerised.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

<b>Relevant people</b>	The person or persons at work to whom you should report any matter or hazard relating to the environment.
<b>Risks</b>	This refers to the risks to the environment arising from: a) substances requiring special treatment, <i>e.g. oil, batteries, asbestos</i> b) litter c) fire d) spillage e) dust and fumes f) birds, vermin and insects g) other statutory nuisances.
<b>Wastes</b>	Wastes are those specified in the waste management licence.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 8CA: ENSURE PROTECTION OF THE ENVIRONMENT ON CIVIC AMENITY SITES

#### ***THE PERFORMANCE STANDARDS***

#### **8CA.1 Maintain environmental control measures on a civic amenity site**

##### ***You must show that you:***

1. Identify the working practices, materials or equipment which could cause harm to the environment
2. Make sure that **control systems** to limit potential harm to the environment are implemented correctly
3. Ensure that inspections to monitor impacts on the environment are carried out at agreed intervals and in accordance with workplace requirements
4. Promptly and accurately report any **hazards** which present **risks** to the environment that you are unable or unauthorised to deal with to the **relevant people**
5. Promptly identify when **monitoring data** shows deviations from expected norms and take prompt and effective preventative and/or corrective action to protect the environment
6. Provide prompt advice and guidance to site personnel when needed to limit and control potential or actual harm to the environment
7. Maintain accurate and up-to-date **records** of potential and actual harm to the environment and the actions taken to limit and control these

**Note:** Words highlighted within this guidance have a specific meaning in this unit as defined in the '*Glossary of terms*'

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 8CA: ENSURE PROTECTION OF THE ENVIRONMENT ON CIVIC AMENITY SITES

#### ***THE PERFORMANCE STANDARDS***

#### **8CA.2 Minimise risks to the environment arising from site operations**

#### ***You must show that you:***

1. Ensure that **environmental procedures** are established for all site operations
2. Make sure that the **environmental procedures** are consistent with **applicable legislation** and your employer's environmental policy and procedures
3. Clearly **communicate** the **environmental procedures** to all site staff
4. Ensure that staff understand the **environmental procedures** and are committed to them
5. Confirm that staff have received relevant training on how to implement the **environmental procedures**
6. Monitor implementation of **environmental procedures** and take prompt action to investigate and correct instances of non-compliance.

**Note:** Words highlighted within this guidance have a specific meaning in this unit as defined in the '*Glossary of terms*'

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 8CA: ENSURE PROTECTION OF THE ENVIRONMENT ON CIVIC AMENITY SITES

#### **KNOWLEDGE AND UNDERSTANDING**

***To work to the standards set out in this unit, you need to have a working knowledge and understanding of the following as it applies to your site:***

- i. relevant legislation, Regulations and Codes of Practice applicable to safety, health and the environment
- ii. Waste Management Papers and other guidance appropriate to your waste management licence
- iii. the planning permission, waste management licence and site working plan for your site
- iv. your employer's environmental policy and procedures
- v. the risks to the environment arising from the operations carried out on site and the procedures required to minimise and manage risk
- vi. the importance of remaining alert to the presence of hazards to the environment in the whole workplace
- vii. your own responsibility for controlling hazards to the environment
- viii. risk identification methods, techniques and monitoring systems suitable for a civic amenity site
- ix. environmental control systems required for operations carried out on your site
- x. methods for controlling statutory nuisances
- xi. the actions you are authorised to take in response to hazards which present risks to the environment and those you should refer to someone else to deal with
- xii. legal and workplace requirements for reporting potential and actual harm to the environment
- xiii. Control of Substances Hazardous to Health (COSHH) assessment data for all known hazardous substances handled on your site, e.g. oil, batteries and asbestos

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

- xiv. when and how to communicate workplace environmental procedures orally or in writing
  
- xv. the importance of checking people's understanding of procedures to be followed and how to do this
  
- xvi. legal and organisational requirements for staff training in relation to environmental protection and organisational procedures for ensuring staff receive the necessary training
  
- xvii. the records required by legislation and your organisation relating to environmental procedures and incident reports.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Evidence Requirements:**

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

### **Some examples of evidence:**

This is not an exhaustive list of evidence - it is provided to give candidates and assessors guidance on the type of evidence that might be appropriate. The actual evidence will vary greatly according to the type of site and the range of wastes managed.

### **Maintaining and developing environmental control measures:**

- identified threats and how they might produce harm
- control and monitoring systems developed to minimise threats
- procedures for limiting harm and their success
- records of harm encountered and how dealt with
- examples of procedures modifications arising from experienced harm

Internal and external audits:

- safety inspections and reports
- Environment Agency visit reports
- QA audits

### **Managing operations to minimise risks and maximise protection of the environment:**

- identified threats and how they might produce harm
- quality assurance system developed to minimise threats
- procedures for limiting harm and their success
- records of potential or actual threats identified by the system and how dealt with

Internal and external audits:

- safety inspections and reports
- Environment Agency visit reports
- QA audits

# Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

## Commentary for Unit 11:

### CREATE EFFECTIVE WORKING RELATIONSHIPS

(Unit C4 of the Management Standards)

#### **This unit is for:**

people who need to create effective working relationships with a range of contacts internal and external to their organisation.

#### **This unit is about:**

creating and maintaining effective working relationships with your manager and others to whom you report, team members and other colleagues within and external to your organisation. It also involves minimising the potential for conflict in your team and dealing with conflicts as they arise.

#### **This is what you need to show**

- that you consult colleagues and team members on proposed activities, keeping them informed about your work and offering them appropriate support when needed
- you treat colleagues and team members with respect, keep your promises to them and discuss issues with them frankly and openly
- you keep your manager, and others to whom you report, informed about your activities, plans and any problems, threats or opportunities which arise
- you consult the appropriate person for clarification on policies and ways of working which you are unsure about, and resolve any disagreements in a constructive way
- you make sure that team members understand the standards of work and behaviour expected from them
- you make yourself available to discuss and deal with problems as soon as they arise in ways which minimise disruption and bad feelings
- where appropriate, you keep a careful record of conflict situations and how you resolved them.

#### **Unit structure**

There are three elements in this unit, each of which has performance standards associated with it.

11.1 Gain the trust and support of colleagues and team members

11.2 Gain the trust and support of your manager

11.3 Minimise conflict in your team

There are knowledge and understanding requirements which are relevant to the elements of this unit and a glossary of terms which appear within the unit and have a specific meaning.

#### **Place in the COTC Awards Framework**

This a common unit included within every COTC award.

#### **Statement on Assessment**

In the context of NVQ/SVQ assessment, evidence derived from a candidate's workplace performance is essential for this unit. Evidence from simulated activities is only acceptable for demonstrating how you would resolve disagreements with your manager (Performance Standard 6 in 11.2) and how you would deal with conflict between team members (Performance Standards 3 to 6 in 11.3).

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Guidance on Assessment for this Unit

To complete this unit you must provide sufficient evidence to demonstrate that *you have, and are able to apply*, the knowledge, understanding and workplace skills & experience to perform the activities described within the standards competently.

To achieve this you must demonstrate that during your normal working activities you are able to competently access, interpret and implement all procedures, other associated guidance and **applicable legislation** concerned with creating effective working relationships appropriate to your waste management licence or IPPC/PPC permit.

### Element 11.1 Gain the trust and support of colleagues and team members

You must show that you **consult** with **colleagues** and **team members** about proposed activities at appropriate times and in a manner, which encourages open and frank discussion. You will show that you keep **colleagues** and **team members** informed about organisational plans and activities, and honour the commitments you make.

You will demonstrate that you treat **colleagues** and **team members** in a manner, which shows your **respect for individuals** and the need for **confidentiality**. Furthermore, you will demonstrate that you give **colleagues** and **team members** sufficient **support** for them to achieve their work objectives. Finally, you will discuss your **evaluation** of their work and behaviour directly with the **colleagues** and **team members** concerned.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide day to day management of the activities described by this element.

### Element 11.2 Gain the trust and support of your manager

You must demonstrate that you give your **manager** timely and accurate reports on activities, progress results and achievements and that information about emerging **threats** and **opportunities** are clear, accurate and timely.

You must show that you **consult** your **manager** about **organisational policies** and ways of working at appropriate times, whilst ensuring your proposals for action are clear and realistic. Proposals should be presented for action at appropriate times.

Finally, you must show that you make constructive efforts to resolve any disagreements you may have with your **manager**.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide day to day management of the activities described by this element.

### Element 11.3 Minimise conflict in your team

You must show that you inform **team members** of the **standards of work and behaviour** you expect, in a manner and at a level and pace appropriate to the **individuals** concerned. Furthermore, you must provide appropriate opportunities for **team members** to discuss **problems, which** directly or indirectly affect their work.

You will ensure that you act promptly to deal with conflict between **team members** and inform relevant people about conflicts outside your area of responsibility.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

You will show that you resolve conflict in a way that minimises disruption to work and discord between **team members** ensuring your records of conflict and their outcomes are accurate and comply with requirements for **confidentiality** and other **organisational policies**.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide day to day management of the activities described by this element.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 11      CREATE EFFECTIVE WORKING RELATIONSHIPS (Unit C4 of the Management Standards)

#### **GLOSSARY OF TERMS**

The following terms have a specific meaning in this unit and are highlighted where they appear in the performance standards. In the context of NVQ/SVQ assessment, awarding bodies are required to make sure that a candidate's evidence of performance from the workplace demonstrates that their work is consistent with these terms as defined here.

***Please note that words shown in italics refer to the range requirements of the management standards. Candidates must provide evidence of competence across the range as specified by these terms.***

<b>Colleagues</b>	People, either in your organisation or in other organisations with whom you have a working relationship, including: <i>a) those working at the same level as you</i> <i>b) those working at a higher level than you</i> <i>c) those working at a lower level than you.</i>
<b>Confidentiality</b>	Only providing information to those who are authorised to have it.
<b>Consultation</b>	Asking others for their views and involving them openly in decision-making.
<b>Evaluation</b>	A balanced assessment of people's work and behaviour.
<b>Individuals</b>	Colleagues or team members with whom you work.
<b>Manager</b>	Your manager will be either: <i>a) the person(s) to whom you report, or</i> <i>b) the organisation or authority to which you report.</i>
<b>Opportunities</b>	Developments, either inside or outside your organisation, which could have a positive impact on your work or plans if you take appropriate action.
<b>Organisational policies</b>	The policies of your organisation relevant to work activities.
<b>Problems</b>	Problems which affect individuals' performance at work which may be either: <i>a) work-related, or</i> <i>b) personal.</i>



## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 11      CREATE EFFECTIVE WORKING RELATIONSHIPS (Unit C4 of the Management Standards)

#### THE PERFORMANCE STANDARDS

##### 11.1    Gain the trust and support of colleagues and team members

*You must show that you:*

1. **Consult** with **colleagues** and **team members** about proposed activities at appropriate times and in a manner which encourages open, frank discussion
2. Keep **colleagues** and **team members** informed about organisational plans and activities
3. Honour the commitments you make to **colleagues** and **team members**
4. Treat **colleagues** and **team members** in a manner which shows your **respect for individuals** and the need for **confidentiality**
5. Give **colleagues** and **team members** sufficient **support** for them to achieve their work objectives
6. Discuss your **evaluation** of their work and behaviour directly with the **colleagues** and **team members** concerned.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

# Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

## UNIT 11      CREATE EFFECTIVE WORKING RELATIONSHIPS (Unit C4 of the Management Standards)

### THE PERFORMANCE STANDARDS

#### 11.2    Gain the trust and support of your manager

*You must show that you:*

1. Give your **manager** timely and accurate reports on activities, progress results and achievements
2. Give your **manager** clear, accurate and timely information about emerging **threats** and **opportunities**
3. **Consult** your **manager** about **organisational policies** and ways of working at appropriate times
4. Ensure your proposals for action are clear and realistic
5. Present your proposals for action to your **manager** at appropriate times
6. Make constructive efforts to resolve any disagreements you may have with your **manager**.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

# Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

## UNIT 11      CREATE EFFECTIVE WORKING RELATIONSHIPS (Unit C4 of the Management Standards)

### THE PERFORMANCE STANDARDS

#### 11.3      Minimise conflict in your team

*You must show that you:*

1. Inform **team members** of the **standards of work and behaviour** you expect, in a manner and at a level and pace appropriate to the **individuals** concerned
2. Provide appropriate opportunities for **team members** to discuss **problems** which directly or indirectly affect their work
3. Take action promptly to deal with conflict between **team members**
4. Inform relevant people about conflicts outside your area of responsibility
5. Resolve conflict in a way that minimises disruption to work and discord between **team members**
6. Ensure your records of conflict and their outcomes are accurate and comply with requirements for **confidentiality** and other **organisational policies**.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 11      **CREATE EFFECTIVE WORKING RELATIONSHIPS** (Unit C4 of the Management Standards)

#### ***KNOWLEDGE AND UNDERSTANDING***

##### ***You need to know and understand:***

##### *Communication*

- i. how to consult with colleagues in a way which encourages open and frank discussions
- ii. how to select communication methods appropriate to the issues and contexts
- iii. the importance of effective communication methods to productive working relationships
- iv. the importance of discussing evaluations of output and behaviour at work promptly and directly with those concerned
- v. how to provide feedback in a way which will lead to a constructive outcome
- vi. the importance of keeping your manager informed of activities, progress, results and achievements and how to do this
- vii. how to develop and present proposals in ways which are realistic, clear and likely to influence your manager positively

##### *Information handling*

- viii. the types of information concerning colleagues which you need to treat confidentially, and procedures to follow
- ix. the importance of maintaining accurate records of conflicts and their outcomes
- x. the information regarding conflicts which must be treated confidentially and the people who may and may not be informed

##### *Organisational context*

- xi. the organisational plans and activities, emerging threats and opportunities, which are relevant to the work of colleagues and about which they need to be informed
- xii. the management structures, line of accountability and control in your organisation

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

- xiii. the types of emerging threats and opportunities about which your manager needs to be informed
- xiv. the types of organisational policies and ways of working about which you need to consult with your manager and how to do this
- xv. the people to inform when conflicts are outside your area of responsibility
- xvi. the organisational requirements regarding the handling of conflict and its resolution

### *Providing support*

- xvii. the support colleagues may require to achieve their objectives and how to provide this support

### *Working relationships*

- xviii. how people work in groups
- xix. strategies and styles of working which encourage effective working relationships
- xx. the importance of honouring commitments to colleagues
- xxi. the importance of showing respect for colleagues and how to do this
- xxii. methods of handling disagreements with your manager in a constructive manner
- xxiii. situations, behaviour and interactions between people which encourages conflict
- xxiv. how to minimise conflict between people at work
- xxv. the importance of keeping people regularly informed of expected standards of work and behaviour
- xxvi. how to inform people of the standards and behaviour you expect of them
- xxvii. the importance of giving people opportunities to discuss problems affecting their work and how to provide such opportunities

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

- xxviii. how to identify potential conflict between individuals in your organisation
  
- xxix. types of conflict which may occur between people at work and action to take in response to these which will minimise disruption at work.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Evidence Requirements:**

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

### **Some examples of evidence:**

This is not an exhaustive list of evidence - it is provided to give candidates and assessors guidance on the type of evidence that might be appropriate. The actual evidence will vary greatly according to the type of site, its size and persons involved.

#### **Observed performance:**

- discussions with colleagues on work activities and patterns
- agreeing actions and meeting commitments
- offering and supplying support to colleagues
- identifying and providing essential information to colleagues
- adapting methods of communication and support to suit the individual needs of colleagues
- identifying behavioural or environmental issues which affect working relationships, and taking appropriate action
- co-ordinating own work with that of colleagues
- identifying inadequate quality products or performance, and seeking solutions with those concerned
- safeguarding the security and confidentiality of information
- recording discussions
- discussions with external contacts on work related matters by telecommunications or face to face
- corresponding with contacts on work related matters
- seeking and exchanging work related information
- adapting the method of communication to suit the individual needs of external contacts
- co-ordinating own work with that of external contacts
- identifying behavioural or environmental issues which affect working relationships, and taking appropriate action
- identifying inadequate quality products, services, or performance, and seeking solutions
- safeguarding the security and confidentiality of information

#### **Products of work:**

- internal memoranda
- work plans
- records of meetings
- records of discussions
- copies of letters
- copies of agreements

Authenticated testimonies from relevant witnesses.

Personal accounts of competence.

Responses to questions.

Other sources of evidence to prove knowledge and understanding where it is not apparent from performance.

**Level 3 in Waste Management Operations:  
Civic Amenity Site (3CAS)**

**OPTIONAL UNITS**

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Commentary for Unit 9:**

#### **SUPPORT THE EFFICIENT USE OF RESOURCES**

(Unit B1 of the Management Standards)

#### **This unit is for:**

people who are responsible for identifying resource needs and contributing to the control of resources on waste management sites.

#### **This unit is about:**

the efficient management of resources for which you have authority and responsibility. It covers recommending the resources you and your team need to meet your objectives, as well as monitoring and controlling the way in which resources are used.

#### **This is what you need to show:**

- relevant people are consulted about resource needs
- your recommendations for the use of resources take account of previous resource use and trends and developments in both your organisation and the waste management industry
- your recommendations are consistent with team objectives and organisational policies
- the benefits which your recommendations may bring are clearly identified
- your recommendations are presented in an appropriate and timely manner
- people are encouraged to take responsibility for the way they use resources
- resources are used efficiently and in ways which take account of potential impact on the environment and maintain the quality of services and products
- you identify problems with the use of resources and make recommendations to correct these problems
- all records of resources used are accurate and complete.

#### **Unit structure**

There are two elements in this unit, each of which has performance standards associated with it.

9.1 Make recommendations for the use of resources

9.2 Contribute to the control of resources

There are knowledge and understanding requirements which are relevant to the elements of this unit and a glossary of terms which appear within the unit and have a specific meaning.

#### **Place in the COTC Awards Framework**

This a common unit included within every COTC award.

#### **Statement on Assessment**

In the context of NVQ/SVQ assessment, evidence derived from a candidate's workplace performance is essential for this unit. Evidence from simulated activities is not acceptable.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Guidance on Assessment for this Unit

To complete this unit you must provide sufficient evidence to demonstrate that *you have, and are able to apply*, the knowledge, understanding and workplace skills & experience to perform the activities described within the standards competently.

To achieve this you must demonstrate that during your normal working activities you are able to competently access, interpret and implement all procedures, other associated guidance and **applicable legislation** concerned with supporting the efficient use of resources appropriate to your waste management licence or IPPC/PPC permit.

### Element 9.1 Make recommendations for the use of resources

You must demonstrate that you give **relevant people** the opportunity to provide information on the **resources** your team needs and that you take account of relevant past experience when making **recommendations** for the use of **resources**.

You must ensure that you take account of **trends and developments, which are likely to affect the use of resources**, and that **recommendations** are consistent with **team objectives** and organisational **policies**.

Finally, you must clearly indicate the potential **benefits** that you expect from the planned use of **resources** in your **recommendations**, presenting these to **relevant people** in an appropriate and timely manner.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide day to day management of the activities described by this element.

### Element 9.2 Contribute to the control of resources

You must show that you give **relevant people** opportunities to take individual responsibility for the efficient use of **resources** and that you **monitor** the use of these **resources** under your control at appropriate intervals.

You must ensure the use of **resources** by your team is efficient and takes into account the potential **impact on the environment**. In addition, you must monitor the quality of the **resources** continuously and **ensure consistency in product and service delivery**.

Any problems with **resources** must be identified promptly and you must make **recommendations** for **corrective action** to the **relevant people** as soon as possible. Making **recommendations** for improving the use of **resources** to **relevant people** must be carried out in an appropriate and timely manner.

Finally, you must demonstrate that you ensure your records relating to the use of **resources** are complete, accurate and available to authorised people only.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide day to day management of the activities described by this element.

**Note:** Words highlighted within this guidance have a specific meaning in this unit as defined in the '*Glossary of terms*'

# Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

## UNIT 9 SUPPORT THE EFFICIENT USE OF RESOURCES (Unit B1 of the Management Standards)

### GLOSSARY OF TERMS

The following terms have a specific meaning in this unit and are highlighted where they appear in the performance standards. In the context of NVQ/SVQ assessment, awarding bodies are required to make sure that a candidate's evidence of performance from the workplace demonstrates that their work is consistent with these terms as defined here.

***Please note that words shown in italics refer to the range requirements of the management standards. Candidates must provide evidence of competence across the range as specified by these terms.***

<b>Benefits</b>	Positive results from the use of resources, for example, improved effectiveness and efficiency, reduced risk to the environment.
<b>Corrective action</b>	Action taken to match actual expenditure to budget, including: <i>a) altering activities</i> <i>b) modifying the use of resources</i> <i>c) re-negotiating the allocation of resources.</i>
<b>Ensuring consistency in product and service delivery</b>	Making sure that the products and services for which you are responsible continuously meet the standards agreed in your organisation and with your customers.
<b>Impact on the environment</b>	Positive or negative effects on the environment which may result from the use of resources.
<b>Monitoring</b>	Keeping a close eye on how resources are used and comparing this with plans or budgets.
<b>Policies</b>	Rules which govern the use of resources, for example, planning policies, policies governing the supply of equipment and materials, health and safety policies, environmental policies.
<b>Recommendations</b>	Requesting budget allocations or proposing the supply of resources your team needs to achieve its objectives; suggesting new methods of using available resources to improve your team's effectiveness and efficiency. Recommendations will be: <i>a) short term</i> <i>b) medium term.</i>

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

<b>Relevant people</b>	People with whom you work, including: <i>a) team members</i> <i>b) colleagues working at the same level as yourself</i> <i>c) higher level managers or sponsors.</i>
<b>Resources</b>	The equipment, materials, services, supplies, finance, energy and time your team needs to achieve its objectives.
<b>Team members</b>	People who work with you as part of a functional or project team; team members may report to you either as their line manager or as the manager in charge of a specific project or activity on which they are working.
<b>Team objectives</b>	Clearly specified results which your team needs to achieve.
<b>Trends and developments</b>	Changes in your team, organisation and market, for example, new skills and working methods, efficiency drives, new products and services, changes in customer requirements.

# Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

## UNIT 9            SUPPORT THE EFFICIENT USE OF RESOURCES (Unit B1 of the Management Standards)

### **THE PERFORMANCE STANDARDS**

#### **9.1 Make recommendations for the use of resources**

***You must show that you:***

1. Give **relevant people** the opportunity to provide information on the **resources** your team needs
2. Take account of relevant past experience when making **recommendations** for the use of **resources**
3. Take account of **trends and developments** which are likely to affect the use of **resources**
4. Ensure that **recommendations** are consistent with **team objectives** and organisational **policies**
5. Clearly indicate the potential **benefits** you expect from the planned use of **resources** in your **recommendations**
6. Present your **recommendations** to **relevant people** in an appropriate and timely manner.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

# Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

## UNIT 9            SUPPORT THE EFFICIENT USE OF RESOURCES (Unit B1 of the Management Standards)

### **THE PERFORMANCE STANDARDS**

#### **9.2 Contribute to the control of resources**

***You must show that you:***

1. Give **relevant people** opportunities to take individual responsibility for the efficient use of **resources**
2. **Monitor** the use of **resources** under your control at appropriate intervals
3. Ensure the use of **resources** by your team is efficient and takes into account the potential **impact on the environment**
4. Monitor the quality of **resources** continuously and **ensure consistency in product and service delivery**
5. Identify problems with **resources** promptly, and make **recommendations** for **corrective action** to the **relevant people** as soon as possible
6. Make **recommendations** for improving the use of **resources** to **relevant people** in an appropriate and timely manner
7. Ensure that your records relating to the use of **resources** are complete, accurate and available to authorised people only.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 9            **SUPPORT THE EFFICIENT USE OF RESOURCES** (Unit B1 of the Management Standards)

#### ***KNOWLEDGE AND UNDERSTANDING***

##### ***You need to know and understand:***

##### *Analytical techniques*

- i. how to analyse the use of resources in the past, and utilise the results to make recommendations on more effective use of resources in the future

##### *Communication*

- ii. how to communicate effectively with team members, colleagues and line managers
  
- iii. how to develop and argue an effective case for changes in the management of resources

##### *Involvement and motivation*

- iv. how to enable people to identify and communicate the resources they need
  
- v. how to encourage others to take responsibility for the control of resources in their own area of work

##### *Organisational context*

- vi. team objectives and organisational policies regarding the use of resources
  
- vii. organisational procedures for making recommendations on the use of resources
  
- viii. the trends and developments which may influence the future use of resources and how to plan for these
  
- ix. the potential environmental impact of the resources being used
  
- x. the problems which may occur with resources and how you can deal with these

##### *Resource management*

- xi. the importance of effective management of resources to organisational performance

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

xii. the principles underpinning the effective and efficient management of resources

*xiii.* how to monitor and control the use of resources to maximise efficiency, whilst maintaining the quality of products and services

*xiv.* the importance of keeping accurate records on the use of resources.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Evidence Requirements:**

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

### **Some examples of evidence:**

This is not an exhaustive list of evidence - it is provided to give candidates and assessors guidance on the type of evidence that might be appropriate. The actual evidence will vary greatly according to the type of site and the range of wastes managed.

Preparing recommendations for expenditure:

- existing cost data on operation
- description of recommendation and costs
- cost benefit analysis
- final presentation of proposals

Identified contributions of individuals to cost and resource control:

- named individuals, their areas where costs can be controlled, the way this was communicated to them

Expenditure:

- budgets and budgetary control data for the last financial period
- expenditure records
- analysed cost data

Monitoring the use of resources:

- assessment of cost data
- comparison and explanation of budgets against actuals
- identified symptoms of loss of control
- action taken and results achieved

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Commentary for Unit 10a:**

#### **CONTRIBUTE TO THE SELECTION OF PERSONNEL FOR ACTIVITIES**

(Unit C7 of the Management Standards)

#### **This unit is for:**

people who contribute to the selection of personnel for activities on a waste management site.

#### **This unit is about:**

making a significant contribution to selecting the people needed to carry out site activities. It applies to both the external and internal recruitment of people for permanent, temporary or project work on a full or part time basis.

#### **This is what you need to show**

- that you consider a range of information about your work plans and targets, staff availability, financial resources available, your organisation's values and policies and regulatory requirements when identifying personnel requirements
- your suggestions for personnel requirements comply with legal and organisational requirements
- you assist with the assessment of applicants against agreed selection criteria
- your suggestions for selection are based on a fair and objective evaluation of all the information available
- you communicate effectively with applicants and colleagues
- you keep accurate records of your contribution to the selection process and comply with confidentiality requirements.

#### **Unit structure**

There are two elements in this unit, each of which has performance standards associated with it.

10a.1 Contribute to identifying personnel requirements

10a.2 Contribute to selecting required personnel

There are knowledge and understanding requirements which are relevant to the elements of this unit and a glossary of terms which appear within the unit and have a specific meaning.

#### **Place in the COTC Awards Framework**

This is a common unit included within all COTC awards other than the Closed Landfill award.

#### **Statement on Assessment**

In the context of NVQ/SVQ assessment, evidence derived from a candidate's workplace performance is essential for this unit. Evidence from simulated activities is not acceptable.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Guidance on Assessment for this Unit

To complete this unit you must provide sufficient evidence to demonstrate that *you have, and are able to apply*, the knowledge, understanding and workplace skills & experience to perform the activities described within the standards competently.

To achieve this you must demonstrate that during your normal working activities you are able to competently access, interpret and implement all procedures, other associated guidance and **applicable legislation** concerned with contributing to the selection of personnel for activities appropriate to your waste management licence or IPPC/PPC permit.

### Element 10a.1 Contribute to identifying personnel requirements

You must demonstrate that you base your contributions to identifying **personnel requirements** on current, valid and reliable information and that your contributions take account of **work objectives and constraints**.

You must show that your suggestions for **personnel requirements** meet the **organisations needs and legal requirements** and that you present your contributions to relevant people in the agreed format, at the agreed time.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide day to day management of the activities described by this element.

### Element 10a.2 Contribute to selecting required personnel

You must show that you use **methods** to assess and select **personnel** that meet organisational requirements and provide complete and accurate information, which supports the fair assessment of **personnel**.

Suggestions for selecting **personnel** must be based on objective assessments of the information against the agreed **selection criteria**. As such, you must demonstrate that your suggestions for selection of personnel are clear, accurate and available only to **authorised people**.

You must ensure that you handle your communications with **personnel** in a manner and at a level and pace appropriate with their needs.

Finally, your records, which relate to your contribution to the selection process, must be clear, accurate and complete, and meet the organisational requirements.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide day to day management of the activities described by this element.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

Unit 10a: **CONTRIBUTE TO THE SELECTION OF PERSONNEL FOR ACTIVITIES**  
(Unit C7 of the Management Standards)

### GLOSSARY OF TERMS

The following terms have a specific meaning in this unit and are highlighted where they appear in the performance standards. In the context of NVQ/SVQ assessment, awarding bodies are required to make sure that a candidate's evidence of performance from the workplace demonstrates that their work is consistent with these terms as defined here.

***Please note that words shown in italics refer to the range requirements of the management standards. Candidates must provide evidence of competence across the range as specified by these terms.***

<b>Assessment of candidates</b>	Using various techniques such as looking at curricula vitae, helping with interviews, work tests, aptitude tests and checking references to measure each candidate against agreed criteria.
<b>Authorised people</b>	People authorised to receive information about the selection of personnel, including: <i>a) colleagues working at the same level as yourself</i> <i>b) higher level managers</i> <i>c) personnel specialists</i> <i>d) members of selection teams or boards.</i>
<b>Confidentiality</b>	Only providing information to those who are authorised to have it.
<b>Job specifications</b>	Job descriptions and person specifications, covering the key purpose of the job, the roles and responsibilities of individuals and the team in which they work, the skills and knowledge required by individuals and the team and other details specific to your organisation.
<b>Methods</b>	The ways in which candidates are assessed and selected, including: <i>a) analysis of written applications</i> <i>b) interviews</i> <i>c) tests of work skills.</i>
<b>Organisational and legal requirements</b>	The policies, guidelines and procedures of your organisation and the laws, such as contract law and equal opportunities legislation, which you must observe when recruiting personnel.
<b>Personnel</b>	All of the people working within your area of responsibility, including those who are: <i>a) internal</i> <i>b) external</i> <i>c) permanent</i> <i>d) temporary</i> <i>e) full-time</i> <i>f) part-time</i> <i>g) paid</i> <i>h) voluntary.</i>

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

<b>Requirements</b>	The attributes of people needed for site activities, including: <i>a) skills</i> <i>b) knowledge</i> <i>c) personal attributes.</i>
<b>Selection criteria</b>	Criteria, derived from the job specification, against which to assess candidates in a fair and objective way.
<b>Work objectives and constraints</b>	Aspects that need to be taken into account when defining personnel requirements, including: <i>a) work plans, targets and commitments</i> <i>b) staff availability</i> <i>c) organisational values and policies</i> <i>d) financial considerations</i> <i>e) industry-specific requirements.</i>

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

Unit 10a: **CONTRIBUTE TO THE SELECTION OF PERSONNEL FOR ACTIVITIES**  
(Unit C7 of the Management Standards)

### ***THE PERFORMANCE STANDARDS***

#### **10a.1 Contribute to identifying personnel requirements**

***You must show that you:***

1. Base your contributions to identifying **personnel requirements** on current, valid and reliable information
2. Ensure that your contributions take account of **work objectives and constraints**
3. Suggest **personnel requirements** which meet **organisational needs and legal requirements**
4. Present your contributions to relevant people in the agreed format at the agreed time.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

Unit 10a: **CONTRIBUTE TO THE SELECTION OF PERSONNEL FOR ACTIVITIES**  
(Unit C7 of the Management Standards)

### **THE PERFORMANCE STANDARDS**

#### **10a.2 Contribute to selecting required personnel**

***You must show that you:***

1. Use **methods** to assess and select **personnel** that meet organisational requirements
2. Provide complete and accurate information which supports the fair assessment of **personnel**
3. Base your suggestions for the selection of **personnel** on objective assessments of the information against agreed **selection criteria**
4. Make suggestions for selection which are clear and accurate
5. Make your suggestions available only to **authorised people**
6. Handle your communications with **personnel** in a manner and at a level and pace appropriate to their needs
7. Keep records of your contribution to the selection process which are complete, accurate, clear and meet organisational requirements.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Unit 10a: CONTRIBUTE TO THE SELECTION OF PERSONNEL FOR ACTIVITIES** (Unit C7 of the Management Standards)

#### ***KNOWLEDGE AND UNDERSTANDING***

##### ***You need to know and understand:***

###### *Communication*

- i. how to make a case for additional personnel needs in a way which is likely to influence decision makers positively
- ii. how to present suggestions for selection effectively
- iii. how to communicate effectively with the range of personnel involved

###### *Information handling*

- iv. how to collect and check the validity of the information necessary to contribute to personnel requirements
- v. the importance of confidentiality during selection processes - what kinds of information may be made known to which staff
- vi. the importance to keeping accurate, complete and clear records of your contributions to the selection process

###### *Legal requirements*

- vii. the legal requirements for the identification of personnel specifications
- viii. the legal requirements for the selection of personnel

###### *Organisational context*

- ix. the organisational requirements for identifying personnel needs
- x. the organisational requirements for the selection of personnel

###### *Recruitment and selection*

- xi. how to identify and interpret the work objectives and constraints which are relevant to identifying your personnel needs

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

xii. how to help specify the job roles, competences and attributes required to meet these needs

xiii. the range of methods which may be used for the assessment and selection of staff and the relative advantages and disadvantages of these for your team

xiv. the contributions you can make to the assessment and selection of staff

xv. how to make fair and objective assessments against criteria during the selection process.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Evidence Requirements:**

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

### **Some examples of evidence:**

This is not an exhaustive list of evidence - it is provided to give candidates and assessors guidance on the type of evidence that might be appropriate. The actual evidence will vary greatly according to the type of site, its size and persons involved.

Preparing the requirements:

- Present competencies of individuals and make up of work teams
- Company staffing objectives and constraints to staffing levels
- Estimates including calculations and rationale
- Final personal requirements report and circulation list

Assessing information provided by potential recruits:

- Potential recruit information, further information needed
- Selection criteria against which the recruits will be judged

Selecting Personnel:

- Selection recommendations
- Reasons for choice
- Personnel records covering the selection process.

Assessing information provided by potential recruits:

- Potential recruit information, further information needed
- Selection criteria against which the recruits will be judged

Selecting Personnel:

- Company staffing objectives and constraints to staffing levels
- Estimates including calculations and rationale
- Final personal requirements report and circulation list
- Present competencies of individuals and make up of work teams
- Selection recommendations
- Reasons for choice
- Personnel records covering the selection process.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Commentary for Unit 10b:**

#### **REVIEW THE PERFORMANCE OF TEAMS AND INDIVIDUALS**

##### **This unit is for:**

people responsible for monitoring and maintaining the effective performance of staff working on a waste management site.

##### **This unit is about:**

assessing the work of teams and individuals and providing feedback to maintain and improve their performance.

##### **This is what you need to show**

- that you make it clear why you are assessing the work of teams and individuals and get team members to assess their own work wherever possible
- you obtain sufficient, reliable information to be able to assess their work against clear, agreed criteria
- you provide regular feedback based on objective assessments of work performance
- you acknowledge achievements and provide constructive suggestions and encouragement for improving work
- you show respect for confidentiality and for the individuals concerned
- you encourage staff to respond to feedback and make their own suggestions about how they could improve their work in the future
- you comply with company procedures for carrying out and recording performance reviews and assessments.

##### **Unit structure**

There are two elements in this unit, each of which has performance standards associated with it.

10b.1 Assess the work of teams and individuals

10b.2 Provide feedback to teams and individuals on their work

There are knowledge and understanding requirements which are relevant to the elements of this unit and a glossary of terms which appear within the unit and have a specific meaning.

##### **Place in the COTC Awards Framework**

This is a common unit included within all COTC awards other than the Closed Landfill award.

##### **Statement on Assessment**

In the context of NVQ/SVQ assessment, evidence derived from a candidate's workplace performance is essential for this unit. Evidence from simulated activities is not acceptable.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Guidance on Assessment for this Unit

To complete this unit you must provide sufficient evidence to demonstrate that *you have, and are able to apply*, the knowledge, understanding and workplace skills & experience to perform the activities described within the standards competently.

To achieve this you must demonstrate that during your normal working activities you are able to competently access, interpret and implement all procedures, other associated guidance and **applicable legislation** concerned with reviewing the performance of teams and individuals appropriate to your waste management licence or IPPC/PPC permit.

### Element 10b.1 Assess the work of teams and individuals

You must demonstrate that you explain the **purpose of assessment** clearly to those persons involved and that you give opportunities for **team members** to assess their own work.

You must ensure that your **assessment** of work takes place at a time most likely to maintain and improve effective performance or as required by company procedures. All **assessments** must be based on sufficient, valid and reliable **information**.

Your **assessments** must be made objectively against clear and agreed criteria and you must show that you comply with company procedures in recording **assessments**, including **confidentiality** requirements.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide day to day management of the activities described by this element.

### Element 10b.2 Provide feedback to teams and individuals on their work

You must demonstrate that you provide **feedback** to your **team members** in a **situation** and form and manner, which is likely to maintain and improve their performance. **Feedback** must be clear and based on an objective **assessment** of your **team members'** work.

You must show that you recognise the achievements of **team members'** in the **feedback** that you provide and offer constructive suggestions and encouragement for improving their work. **Feedback** should remain confidential and be provided in a way that shows respect for the individuals involved.

You must demonstrate that you give **team members** opportunities to respond to **feedback** and recommend how they could improve their work.

Finally, you must show that you maintain appropriate records of **feedback** provided in accordance with company procedures and **confidentiality** requirements.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide day to day management of the activities described by this element.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Unit 10b: REVIEW THE PERFORMANCE OF TEAMS AND INDIVIDUALS

#### **GLOSSARY OF TERMS**

The following terms have a specific meaning in this unit and are highlighted where they appear in the performance standards. In the context of NVQ/SVQ assessment, awarding bodies are required to make sure that a candidate's evidence of performance from the workplace demonstrates that their work is consistent with these terms as defined here.

<b>Assessment</b>	A measurement of the extent to which performance is meeting agreed objectives. This can be in relation to one activity or objective, or to the overall performance of the team or individual.
<b>Confidentiality</b>	Only providing information to those who are authorised to have it.
<b>Feedback on performance</b>	Spoken and written information you give to team members on how well they are performing against the objectives which have been agreed. Feedback will be both positive and negative.
<b>Information</b>	The evidence on which assessments will be based. Information should be sufficient, valid and reliable and will be both qualitative and quantitative.
<b>Purpose of assessment</b>	The reason for assessing performance, including: a) to check that objectives have been met b) for quality assurance c) for team or individual performance reviews d) for recognising competent performance and achievement.
<b>Situation</b>	The circumstances when you would give feedback to teams or individuals, including: a) during normal day-to-day activities b) when required to maintain motivation, morale and effectiveness c) during formal appraisals d) at team meetings and briefings e) during confidential discussions at work.
<b>Team members</b>	People for whom you are responsible as part of a functional or project team; team members may report to you either as the person who normally supervises their work, or as the person in charge of a specific project or activity on which they are working.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Unit 10b: REVIEW THE PERFORMANCE OF TEAMS AND INDIVIDUALS

#### ***THE PERFORMANCE STANDARDS***

##### **10b.1 Assess the work of teams and individuals**

#### ***You must show that you:***

1. Explain the **purpose of assessment** clearly to all involved
2. Give opportunities to **team members** to assess their own work
3. Ensure your **assessment** of work takes place at times most likely to maintain and improve effective performance or as required by company procedures
4. Base your **assessments** on sufficient, valid and reliable **information**
5. Make your **assessments** objectively against clear and agreed criteria
6. Comply with company procedures for recording **assessments**, including **confidentiality** requirements.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Unit 10b: REVIEW THE PERFORMANCE OF TEAMS AND INDIVIDUALS

#### **THE PERFORMANCE STANDARDS**

#### **10b.2 Provide feedback to teams and individuals on their work**

##### ***You must show that you:***

1. Provide **feedback** to your **team members** in a **situation** and in a form and manner most likely to maintain and improve their performance
2. Provide **feedback** that is clear and based on an objective **assessment** of your **team members'** work
3. Recognise **team members'** achievements in the **feedback** you provide and offer constructive suggestions and encouragement for improving their work
4. Give **feedback** in a way that shows respect for the individuals involved
5. Treat all **feedback** to individuals and teams **confidentially**
6. Give opportunities to **team members** to respond to **feedback** and recommend how they could improve their work
7. Maintain appropriate records of **feedback** provided in accordance with company procedures and **confidentiality** requirements.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Unit 10b: REVIEW THE PERFORMANCE OF TEAMS AND INDIVIDUALS

#### **KNOWLEDGE AND UNDERSTANDING**

##### ***You need to know and understand:***

###### *Communication*

- i. the importance of being clear yourself about the purpose of assessment and of communicating this effectively to those involved
- ii. the importance of good communication skills when providing feedback
- iii. how to provide both positive and negative feedback to team members on their performance
- iv. how to choose an appropriate time and a place to give feedback to teams and individuals
- v. how to provide feedback in a way which encourages your team members to feel that you respect them

###### *Continuous improvement*

- vi. the importance of assessing the ongoing work of teams and individuals and your role and responsibilities in relation to this
- vii. the importance of providing clear and accurate feedback to your team members on their performance and your role and responsibilities in relation to this

###### *Information handling*

- viii. how to gather and evaluate the information you need to assess the work of teams and individuals
- ix. the principles of confidentiality when providing feedback - which people should receive which pieces of information

###### *Involvement and motivation*

- x. the importance of providing opportunities to your team members to assess their own work and how you can encourage and enable this involvement
- xi. how to motivate team members and gain their commitment by providing feedback
- xii. the importance of being encouraging when providing feedback to team members and showing respect for those involved

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

xiii.why it is important to provide constructive suggestions on how performance can be improved

xiv.the importance of giving those involved the opportunity to provide suggestions on how to improve their work

### *Monitoring and evaluation*

xv.the range of purposes of work assessment, why work assessment may play a role in an organisation and how they apply to your own situation

xvi.how to assess the work of teams and individuals, and processes in the workplace which can support such assessment

xvii.the principles of fair and objective assessment of work and how to ensure this is achieved.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Evidence Requirements:**

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

### **Some examples of evidence:**

This is not an exhaustive list of evidence - it is provided to give candidates and assessors guidance on the type of evidence that might be appropriate. The actual evidence will vary greatly according to the type of site, its size and persons involved.

#### Observed performance:

- discussions with colleagues on work activities and patterns
- agreeing actions and meeting commitments
- offering and supplying support to colleagues
- identifying and providing essential information to colleagues
- adapting methods of communication and support to suit the individual needs of colleagues
- identifying behavioural or environmental issues which affect working relationships, and taking appropriate action
- co-ordinating own work with that of colleagues
- identifying inadequate quality products or performance, and seeking solutions with those concerned
- safeguarding the security and confidentiality of information
- recording discussions

#### Products of work:

- internal memoranda
- work plans
- records of meetings
- records of discussions

Authenticated testimonies from relevant witnesses.

Personal accounts of competence.

Responses to questions.

Other sources of evidence to prove knowledge and understanding where it is not apparent from performance.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Commentary for Unit 12:**

#### **PROVIDE INFORMATION TO SUPPORT DECISION MAKING ON A WASTE MANAGEMENT SITE**

##### **This unit is for:**

people who are responsible for ensuring that valid and reliable information is available to support decisions about the management and conduct of operations on waste management sites.

##### **This unit is about:**

the efficient management of information within your area of responsibility. It covers gathering the information you need and providing information and advice to others.

##### **This is what you need to show**

- that you collect information which is relevant to your work and make sure it is accurate and fit for purpose
- your sources of information are reliable and cost effective
- you make contact with potential providers of useful information
- you deal effectively with any problems you may have in gathering information
- information is recorded and stored for ease of access when required
- you provide information and advice in ways which meet the needs of the recipients
- you make sure the information and advice is accurate, up-to-date and in line with your organisation's policies and procedures
- you check that information is understood by the recipients
- you seek and use feedback from recipients to improve the usefulness of information and advice you provide.

##### **Unit structure**

There are two elements in this unit, each of which has performance standards associated with it.

12.1 Obtain information to support decision making

12.2 Inform and advise others

There are knowledge and understanding requirements which are relevant to the elements of this unit and a glossary of terms which appear within the unit and have a specific meaning.

##### **Place in the COTC Awards Framework**

This is a common unit included within all COTC awards.

##### **Statement on Assessment**

In the context of NVQ/SVQ assessment, evidence derived from a candidate's workplace performance is essential for this unit. Evidence from simulated activities is not acceptable.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Guidance on Assessment for this Unit

To complete this unit you must provide sufficient evidence to demonstrate that *you have, and are able to apply*, the knowledge, understanding and workplace skills & experience to perform the activities described within the standards competently.

To achieve this you must demonstrate that during your normal working activities you are able to competently access, interpret and implement all procedures, other associated guidance and **applicable legislation** concerned with providing information to support decision making on a waste management site appropriate to your waste management licence or IPPC/PPC permit.

### Element 12.1 Obtain information to support decision making

You must demonstrate that you obtain **information** that is accurate, sufficient and relevant to the purpose for which it is needed. Furthermore, that you regularly review your **sources of information** to ensure that they remain useful, reliable and cost effective.

You must show that you establish **contacts** with potential providers of useful **information** and evaluate this for its validity and reliability.

You must take prompt and effective action to overcome problems in gathering relevant **information**, which you ensure is recorded and stored according to your organisations, **systems and procedures**. Finally, you ensure that this **information** is accessible in the required format to authorised people only.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide day to day management of the activities described by this element.

### Element 12.2 Inform and advise others

You must demonstrate that you give **information** and advice at a time and place, and in a form and manner appropriate to the needs of the **recipients**. You will ensure that the **information** you give is accurate, current, relevant and sufficient.

You must show that advice you give is consistent with your **organisation's policy, procedures and resource constraints**, using reasoned arguments and appropriate evidence to support your advice given. You must demonstrate that you check and confirm the **recipient's** understanding of the **information** and the advice you have given.

You must ensure that **confidentiality** is maintained according to your organisation's requirements. Finally, you must demonstrate that you seek feedback from the **recipients** about the **information** and advice that you provide and show that you use this feedback to improve the ways in which you give **information** and advice.

You may not carry out the work involved yourself, but you must demonstrate that you have direct responsibility for the work carried out and provide day to day management of the activities described by this element.

**Note:** Words highlighted within this guidance have a specific meaning in this unit as defined in the '*Glossary of terms*'

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 12 PROVIDE INFORMATION TO SUPPORT DECISION MAKING ON A WASTE MANAGEMENT SITE

#### **GLOSSARY OF TERMS**

The following terms have a specific meaning in this unit and are highlighted where they appear in the performance standards. In the context of NVQ/SVQ assessment, awarding bodies are required to make sure that a candidate's evidence of performance from the workplace demonstrates that their work is consistent with these terms as defined here.

<b>Confidentiality</b>	Only providing information to those who are authorised to have it.
<b>Contacts</b>	People who may be able to provide you with useful information, including: a) professional contacts, e.g. colleagues, line manager, trade association officers b) customers c) suppliers d) carriers e) regulatory authority officers f) manufacturers.
<b>Information</b>	What you and other people need to know to carry out your work effectively, including information related to: a) past, present and future site operations b) technology c) working methods d) legislative requirements e) market requirements f) quality.
<b>Organisational policy and procedures</b>	The policies and procedures which affect any information or advice you provide.
<b>Recipients</b>	The people who receive the information and advice you provide, including: a) team members b) colleagues working at the same level c) higher-level managers d) people external to the organisation, e.g. regulatory authority officers, suppliers.
<b>Resource constraints</b>	Limitations on the amount of time, effort and materials you can give to providing others with information and advice

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

- Sources of information** Where relevant information can be obtained from, including:
- a) personal contacts
  - b) technical and general media
  - c) present and past operating records
  - d) written and oral communications with regulatory authority officers
  - e) professional meetings/conferences/exhibitions.
- Systems and procedures for recording and storing information** The methods of recording and filing information for future use which your organisation requires. Systems and procedures can be formal or informal.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 12 PROVIDE INFORMATION TO SUPPORT DECISION MAKING ON A WASTE MANAGEMENT SITE

#### **THE PERFORMANCE STANDARDS**

#### **12.1 Obtain information to support decision making**

##### ***You must show that you:***

1. Obtain **information** that is accurate, sufficient and relevant to the purpose for which it is needed
2. Regularly review your **sources of information** to ensure that they remain useful, reliable and cost effective
3. Establish **contacts** with potential providers of useful **information**
4. Evaluate **information** for its validity and reliability
5. Take prompt and effective action to overcome problems in gathering relevant **information**
6. Ensure **information** is recorded and stored according to your organisation's **systems and procedures**
7. Ensure **information** is accessible in the required format to authorised people only

**Note:** Words highlighted within this guidance have a specific meaning in this unit as defined in the '*Glossary of terms*'

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 12 PROVIDE INFORMATION TO SUPPORT DECISION MAKING ON A WASTE MANAGEMENT SITE

#### **THE PERFORMANCE STANDARDS**

#### **12.2 Inform and advise others**

##### ***You must show that you:***

1. Give **information** and advice at a time and place, and in a form and manner, appropriate to the needs of **recipients**
2. Ensure that the **information** you give is accurate, current, relevant and sufficient
3. Ensure that the advice you give is consistent with your **organisation's policy, procedures** and **resource constraints**
4. Use reasoned arguments and appropriate evidence to support your advice
5. Check and confirm **recipients'** understanding of the **information** and advice you have given them
6. Maintain **confidentiality** according to your organisation's requirements
7. Seek feedback from **recipients** about the **information** and advice you provide, and use this feedback to improve the ways in which you give **information** and advice.

**Note:** Words highlighted within this guidance have a specific meaning in this unit as defined in the '*Glossary of terms*'

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 12 PROVIDE INFORMATION TO SUPPORT DECISION MAKING ON A WASTE MANAGEMENT SITE

#### ***KNOWLEDGE AND UNDERSTANDING***

##### ***You need to know and understand:***

##### *Communication*

- i. how to give information and advice effectively both orally and in writing
- ii. how to develop and present a reasoned case when providing advice to others
- iii. the importance of confirming the recipient's understanding of the information and advice you have provided and how to do this
- iv. the importance of seeking feedback on the quality and relevance of the advice and information you provided, and how to encourage and enable such feedback

##### *Information handling*

- v. the importance of gathering, validating and analysing information to team and organisational effectiveness and your role and responsibility in relation to this
- vi. the types of qualitative and quantitative information which are essential to your role and responsibilities
- vii. how to gather the information you need for your job
- viii. the types of problems which may occur when gathering information and how to overcome these
- ix. how to record and store the information you need
- x. the importance of providing information and advice to others and your role and responsibility in relation to this
- xi. the types of information and advice which other people may require
- xii. the importance of checking the validity of information and advice provided to others and how to do this

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

xiii.the principles of confidentiality when handling information and advice - the types of information and advice which may be provided to different people

### *Organisational context*

xiv.organisational policies, procedures and resource constraints which may affect advice and information you give to others.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Evidence Requirements:**

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

### **Some examples of evidence:**

This is not an exhaustive list of evidence - it is provided to give candidates and assessors guidance on the type of evidence that might be appropriate. The actual evidence will vary greatly according to the type of site and the range of wastes managed.

#### Gathering information:

- Sources regularly consulted
- Examples of information collected and how validated
- Personal contacts and nature of information available
- Examples of clarification and expansion of information

#### Using information:

- Information to support decision making
- Conclusions drawn from information, their rationale, confirmation or otherwise

#### Information storage:

- Examples of information checked for accuracy, completeness and legibility/availability
- Description of storage formats used with examples
- Methods of recording and storing which have been considered for use and rationale behind decisions taken

#### Information Use:

- Methods of cataloguing and retrieval
- Examples of information retrieved for specific purposes

**Level 3 in Waste Management Operations:  
Civic Amenity Site (3CAS)**

**ADDITIONAL UNIT**

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Commentary for Unit 13:**

#### **REVIEW AND DEVELOP YOUR PERFORMANCE AT WORK**

##### **This unit is for:**

people who want to demonstrate their ability to review and improve their performance at work.

##### **This unit is about:**

the competence required for systematic continuous professional development in relation to current job requirements and career progression plans.

##### **This is what you need to show:**

- that you understand the requirements and expectations of the job role and actively seek feedback from others in respect of how well you fulfil these
- you compare your own practices against relevant models of good practice and any changing expectations about your role
- you form realistic judgements about how well your working practices match requirements and expectations and identify appropriate, realistic and achievable personal development objectives
- you identify and use appropriate development activities to achieve your objectives
- you review progress made on a regular basis taking account of feedback provided by others
- you update your development objectives on a regular basis to reflect progress made and any new or changing expectations about your role.

##### **Unit structure**

There are two elements in this unit, each of which has performance standards associated with it.

13.1 Review your performance at work

13.2 Develop your performance at work

There are knowledge and understanding requirements which are relevant to the elements of this unit and a glossary of terms which appear within the unit and have a specific meaning.

##### **Place in the COTC Awards Framework**

This is an additional unit attached to all COTC awards. As such it is not required for completion of any award but may be taken in addition to the required units of competence to demonstrate your commitment to continuing professional development.

##### **Statement on Assessment**

In the context of NVQ/SVQ assessment, evidence derived from a candidate's workplace performance is essential for this unit. Evidence from simulated activities is not acceptable.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### Guidance on Assessment for this Unit

To complete this unit you must provide sufficient evidence to demonstrate that *you have, and are able to apply*, the knowledge, understanding and workplace skills & experience to perform the activities described within the standards competently.

To achieve this you must demonstrate that during your normal working activities you are able to competently access, interpret and implement all procedures, other associated guidance and applicable legislation concerned with reviewing and developing your performance at work.

### Element 13.1 Review your performance at work

You must demonstrate that you identify the skills and knowledge you need for effective performance within the work role and that you recognise the different ways in which the work role contributes to achieving organisational objectives.

You must demonstrate that you maintain an understanding of the requirements of the work role and any **new and changing expectations** which may raise **development needs**, regularly comparing your own practice against **models of performance** relevant to the work role.

You must ensure that you seek and take account of constructive feedback about your performance from **relevant people**, forming realistic judgements about how well your own practice matches expectations about competent performance in all **aspects** of your work role.

Finally, you must show that you identify realistic and achievable personal development objectives.

### Element 13.2 Develop your performance at work

You must show that you identify suitable **development activities** for achieving your development objectives and schedule these activities into a **development plan** with realistic and achievable timescales.

You must demonstrate that you consult with **relevant people** about your proposed **development plan** and take account of feedback received. You must ensure that you allocate sufficient and realistic amounts of resources and time to the **development activities** within known **constraints**.

Personal development objectives must be reviewed and updated on a regular basis to reflect progress made and any **new and changing expectations** about your role.

Finally, you must demonstrate that you seek feedback from **relevant people** on competence development and use this to enhance further development.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 13: REVIEW AND DEVELOP YOUR PERFORMANCE AT WORK

#### **GLOSSARY OF TERMS**

The following terms have a specific meaning in this unit and are highlighted where they appear in the performance standards. In the context of NVQ/SVQ assessment, awarding bodies are required to make sure that a candidate's evidence of performance from the workplace demonstrates that their work is consistent with these terms as defined here.

<b>Aspects of the work role</b>	The types of skills and expertise you need to carry out your current and any possible future work role, including: a) technical b) managerial c) interpersonal.
<b>Constraints</b>	The factors which restrict or limit your ability to access development activities, including: a) budget b) availability of activities c) workload commitments d) organisational requirements.
<b>Development activities</b>	Ways of developing your knowledge and skills including: a) formal education or training programmes b) self study materials, e.g. journals, books, computer based learning programmes c) work-based projects or assignments d) conferences, exhibitions and/or other networking opportunities.
<b>Development needs</b>	The gap between the demands of your current and possible future job roles and your current level of performance, knowledge and skills.
<b>Development plan</b>	A plan which identifies your desired level of performance and the activities you are going to undertake in order to reach this level, with a timescale.
<b>Models of performance</b>	Benchmarks of expected performance as defined by: a) national occupational standards b) professional bodies c) job specifications.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **New and changing expectations**

Planned and anticipated changes which will or may affect your job role (both now and in the foreseeable future), including changes related to:

- a) legislation and regulatory frameworks
- b) the use of technology
- c) working practices
- d) organisational plans, objectives and priorities
- e) your career development plans and aspirations.

### **Relevant people**

People who can comment on your performance including:

- a) line manager
- b) peers
- c) external professional contacts.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 13: REVIEW AND DEVELOP YOUR PERFORMANCE AT WORK

#### **THE PERFORMANCE STANDARDS**

#### **13.1 Review your performance at work**

##### ***You must show that you:***

1. Identify the skills and knowledge you need for effective performance within the work role
2. Recognise the different ways in which the work role contributes to achieving organisational objectives
3. Maintain an understanding of the requirements of the work role and any **new and changing expectations** which may raise **development needs**
4. Regularly compare your own practice against **models of performance** relevant to the work role
5. Seek and take account of constructive feedback about your performance from **relevant people**
6. Form realistic judgements about how well your own practice matches expectations about competent performance in all **aspects** of the work role
7. Identify realistic and achievable personal development objectives.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 13: REVIEW AND DEVELOP YOUR PERFORMANCE AT WORK

#### **THE PERFORMANCE STANDARDS**

#### **13.2 Develop your performance at work**

*You must show that you:*

1. Identify suitable **development activities** for achieving your development objectives
2. Schedule activities into a **development plan** with realistic and achievable timescales
3. Consult **relevant people** about your proposed **development plan** and take account of feedback received
4. Allocate sufficient and realistic amounts of resources and time to the **development activities** within known **constraints**
5. Review and update your personal development objectives on a regular basis to reflect progress made and any **new and changing expectations** about your role
6. Seek feedback from **relevant people** on competence development and use this to enhance further development.

**Note:** Words highlighted within the Performance Standards have a specific meaning in this unit as defined in the glossary of terms.

## Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)

### UNIT 13: REVIEW AND DEVELOP YOUR PERFORMANCE AT WORK

#### **KNOWLEDGE AND UNDERSTANDING**

***To work to the standards set out in this unit, you need to have a working knowledge and understanding of:***

- i. Current site operations for which you are responsible and any plans for change or development of these
- ii. The technical knowledge and skills required to control site operations for which you are or may become responsible
- iii. The principal skills required for effective managerial performance
- iv. The types of interpersonal skills required for effective performance in your current and any possible future job role
- v. Current legislation, regulations and codes of practice applicable to site operations
- vi. Possible changes to legislation, regulations and codes of practice and their potential impact on your current and any possible future job roles
- vii. Relevant models of performance including national occupational standards
- viii. Organisational expectations and requirements for the job role
- ix. People who may be able to offer help and feedback and how to encourage, enable and use such feedback in a constructive manner
- x. Principles of self-assessment and how to apply these to your own working practices and achievements
- xi. The development opportunities available to you, how to access these and the nature of any constraints on their use
- xii. How to assess your progress and update your development plan accordingly.

## **Level 3 in Waste Management Operations: Civic Amenity Site (3CAS)**

### **Evidence Requirements:**

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