

**SKILLS
TRAINING
CENTRE**



Refuse and Street Cleansing NVQs



020 8359 5157
www.skillstrainingcentre.co.uk



WHAT IS WAMITAB?

The **Waste Management Industry Training & Advisory Board (WAMITAB)** was established in 1989 with a remit to determine and advise on policy and standards of education, qualifications and training for all employees in the waste management industry.

WAMITAB is the awarding body for the waste management industry in England, Wales and Northern Ireland and joint awarding body, with Scottish Qualifications Authority, for qualifications in Scotland.

WAMITAB has developed Level 2 National Vocational Qualifications (NVQs) covering waste (refuse) collection, recycling, and street cleansing.

WHAT ARE THE BENEFITS OF WAMITAB?

- 1** It will help to promote and maintain the quality of Waste Management in organisations
- 2** It will enhance teamwork and develop relationships with employees, employers and clients.
- 3** It will help organisations identify the skills that their staff possess and make staff aware of their development and progress.
- 4** It may aid with the securing of future contracts or tenders.
- 5** It will help future proof your organisation by bringing clarity and the ability to anticipate areas of improvement.



WHAT ARE NVQs?

National Vocational Qualifications (NVQs) are work-related, competence based qualifications. They reflect the skills and knowledge needed to do a job effectively and show that a candidate is competent in the area of work the NVQ framework represents.

NVQs are based on national occupational standards. These standards are statements of performance that describe what competent people in a particular occupation are expected to be able to do. They cover all the main aspects of a job, including current best practice, the ability to adapt to future requirements and the knowledge and understanding that underpin competent performance.

Level 2 NVQs are normally completed in about 3–6 months, although they do not have to be completed within a specified period of time. They can be taken by full-time employees, there are no age limits and usually no special entry requirements.

REFUSE & STREET CLEANSING NVQs

REFUSE – WASTE MANAGEMENT OPERATIONS NVQ LEVEL 2

MANDATORY UNITS

Drivers and Operatives are assessed on six mandatory units as follows:

WM101	Promote and maintain quality of the organisation's work	This unit deals with the overall quality of the service provided.
WM102	Contribute to the maintenance of a healthy and safe working environment	This unit deals with the general health and safety of working.
WM103	Develop and maintain effective working relationships	This unit deals with relationships.
WM104	Comply with emergency procedures	This unit deals with emergencies associated with waste management facilities
WM105	Work in a team	This unit deals with working successfully with others.
WM106	Maintain information systems to support work	This unit is about the handling of information relevant to work.

OPTIONAL UNITS

Drivers and Operatives choose four optional units from the following to be assessed on:

WT101	Control the removal of Waste	This unit demonstrates staff competence in collection of waste, safe and correct use of vehicle equipment and aftercare of collection and loading sites.
WT111	Contribute to the protection of the environment	This unit demonstrates staff competence in contributing to the protection of the local environment.
WT116	Control the safety of vehicle movements on waste management facilities	This unit demonstrates staff competence in controlling vehicle movements by direction and also monitoring the compliance with regulations.
WT119	Contribute to the maintenance of security in the working environment	This unit demonstrates staff competence in contributing to the maintenance of security , facility, or client premises, and the equipment and materials used there.
WT121	Transport wastes and materials	This unit demonstrates staff competence in operating and controlling a laden vehicle.
WT122	Collect and deliver wastes and materials	This unit demonstrates staff competence in preparing for and carrying out loading and unloading, and that they observe relevant regulations.



STREET CLEANSING – CLEANING & SUPPORT SERVICES NVQ LEVEL 2

MANDATORY UNITS

Drivers and Operatives are assessed on three of the Mandatory Units. Unit 001 and Unit 002; and Unit 003 or Unit 004.

Unit 001	Make sure your own actions reduce risks to health and safety	This unit is for everyone at work (whether paid, unpaid, full or part-time).
Unit 002	Communicate effectively with customers and others	This unit is about communicating politely and effectively with other people that staff might encounter when conducting their work.
Unit 003	Work as a team and develop yourself	This unit is about working with others in the organisation.
Unit 004	Work individually and develop yourself	This unit is about staff working on their own, without the presence of the customer or supervisor.

OPTIONAL UNITS

Drivers and Operatives choose three of these four Optional Units to be assessed on:

Unit 007	Deal with routine waste	This unit is about handling waste in conjunction with cleaning activities and making sure that the waste collection and holding areas that staff use are kept clean.
Unit 016	Deal with non-routine waste	This unit is about the handling of non-routine waste, which could include for example hazardous waste, such as clinical waste or sharps.
Unit 018	Perform street cleansing manually	This unit is about carrying out street cleansing by hand using a brush and a barrow or cart.
Unit 019	Perform street cleansing by machine	This unit is about carrying out street cleansing using a vehicle or other automated equipment.

OUR ASSESSORS

All of the assessors have completed our approved assessor training programme and are required to attend standard setting meetings to retain their accreditation. Approved assessors also need to be qualified in or working towards an A1 assessors award or a similarly recognised assessor award.

Our instructors and assessors are very experienced. Between them, they have worked for many years as managers/instructors in the waste industry and/or skills training industry. Most delegates find that their practical hands on approach, makes the assessments easy to understand.

The instructors understand equal opportunities and will make every effort to ensure that all delegates are treated equally with understanding and respect.

FREQUENTLY ASKED QUESTIONS

- 1 Can the Assessments be carried out ‘on the job’?** Yes, assessments are based on observing staff carrying out their normal duties and asking staff verbal questions about what they do as part of their job.
- 2 Do staff have to write up a Portfolio?** No, their Portfolios are completed entirely by their Assessor. Staff just need to sign them in the appropriate places.
- 3 Are there any pre-requisites/minimum qualifications required?** No
- 4 Are there any restrictions on who can be funded?** Yes. Staff who already hold a full NVQ Level 2 or above (or equivalent) may not be eligible, we will check this during the registration process.

HOW MUCH DOES IT COST?

There is **no** cost to your organisation. Your only commitment is time and support from Managers/Supervisors in assisting us with planning and making the assessment process run as smoothly as possible. We need to carry out a 3½ hour registration process with all of the staff before starting their assessments, so your support in arranging for staff attendance is critical to the success of the programme.



WHAT DO WE NEED TO DO?

If you would like your operational staff to be assessed for their Level 2 NVQ in Waste Management or Street Cleansing this is what you need to do:

- 1** Contact Tim Bottoms or Karen Thompson to arrange an informal meeting with one of our staff.
- 2** Meet with us so that we can explain the process to you; how it all works; and complete a form which enables us to provide your NVQ Assessments free of charge.
- 3** Arrange for your staff to attend a 3½ hour Introduction/Registration session. This can be carried out at times that best suit you/your staff, which may be at weekends or at the end of a working day.
- 4** Included as part of the introduction process is the completion of a Basic Literacy Assessment. There is no pass mark for the Literacy Assessment, it is to enable us to comply with the funding requirements and to offer advice to those who want it about how they might be able to improve their Literacy Skills if they want to.
- 5** Agree an Assessment Programme with us. All assessments are carried out on the job, so there is minimal loss of staff time. All of the NVQ documentation for each candidate is completed by our assessors based on observations of your staff at work; questions and answers; via photographs/videos and via standard documentation e.g. Driver Check Lists.
- 6** When staff have completed their NVQ Qualification we will issue you with certificates for presentation at a suitable time.



OTHER RELEVANT TRAINING

Skills Training Centre Ltd can also provide training for Refuse and Street Cleansing Staff in the following areas. Courses are designed specifically for these staff and are practical and down to earth. These courses are not funded, so need to be paid for in the normal way. Please contact us for current prices.

- ▶ Customer Care
- ▶ Health & Safety Awareness
- ▶ First Aid
- ▶ Manual Handling
- ▶ High Pressure Water Jetting
- ▶ Pigeon Waste Removal (Guano)
- ▶ Needlesticks and Infection Control
- ▶ Banksman (Reversing Vehicles)
- ▶ Fire Safety & Extinguishers
- ▶ COSHH & PPE

FOR MORE INFORMATION

If you would like to discuss your organisations' Refuse and/or Street Cleansing Training/Assessment requirements, please contact Tim Bottoms or Karen Thompson. They will be happy to explain the requirements and assist you in putting in place a programme that is relevant to your staff and the vehicles/equipment that they are required to operate.



**SKILLS
TRAINING
CENTRE**



Refuse, Recycling & Street Cleansing

City & Guilds 6033 Vocational Qualification



INTRODUCTION

This qualification:

- ▶ intends to cater for all methods of operation and the wide range of different equipment in use
- ▶ uses verbal questioning to enable those with reading or writing difficulties to be qualified
- ▶ is carried out on-the-job, so there is very little disruption to day to day operations
- ▶ is designed around your own local procedures as well as the relevant national legislation

AIM

The aim of the scheme is to provide employers in the refuse, recycling and street cleansing industries with a formally assessed and recorded method of achieving some of their health & safety obligations.

COURSE OBJECTIVES

To ensure that staff clearly demonstrate that they possess the required level of knowledge and skills.

To provide a system of training and assessment that is rapid and effective. The scheme is intended to meet industry needs by being responsive and flexible, while at the same time being comprehensive and thorough enough to support line management in meeting legislatively required minimum standards.

INSTRUCTORS AND ASSESSORS

All of the assessors have completed our approved assessor training programme and are required to attend standard setting meetings to retain their accreditation. Approved assessors also need to be qualified in or working towards an A1/A2 assessors award or a similarly recognised assessor award.

Our instructors and assessors are very experienced. Between them, they have worked for many years as trainers/managers/instructors in the skills and safety training industry. Most delegates find that their practical hands on approach, makes the training easy to understand.

The instructors understand equal opportunities and will make every effort to ensure that all delegates are treated equally with understanding and respect.



GETTING YOUR STAFF QUALIFIED

TRAINING

Any necessary pre-assessment training will be carried out on your own equipment either by one of our instructors, or by your own experienced managers/supervisors.

We are committed to working as flexibly as possible with you to meet individual requirements. We can arrange tailored training on any day of the week.

ASSESSMENT

An accredited assessor must carry this out; this cannot be the same person who carried out the training.

Assessments are distinct and separate from any training. These are arranged on the job, as part of the normal work routine.

It is critical to ensure that delegates are adequately prepared for their assessments. We can provide training and/or advice and guidance on what is required to enable delegates to be adequately prepared.

A specification outlining what facilities/vehicles are needed will be provided.

COMMENTS ABOUT THE 6033 SCHEME

GLEA: The London Local Authorities Employers' Organisation

"Having read through the detailed content of the qualification, I have no hesitation in recommending it. It is a major contribution to an area that has been under-represented in the wider vocational debate.

I hope as you do, that authorities, whether they have retained refuse and street sweeping DLOs or have externalised these services, take up the training initiative offered by this qualification."

Huw Jones-Owen, Employers' Secretary

City & Guilds

"Street cleansing is a very competitive business these days. Proper training and assessment can minimise the risk of unsafe practices being adopted to save time.

We hope this will give people in this kind of employment the confidence to realise that they do have skills that can be recognised and they can take steps to build on them."

Mike Capel

UNITS, AIMS & COURSE CONTENT

The table below details the various units that make up the qualification. It shows the topics that are assessed and which staff each unit is relevant to. Unit 001 is mandatory and further details of this unit are given on page 7. Staff may take any combination of units depending on their role. All units can be assessed on-the-job.

REFUSE & RECYCLING UNITS

UNIT

- 001** Health and safety
- 002** Domestic
 - ▶ automatic lifters
- 003** Domestic
 - ▶ hand loading
- 004** Trade lifters
- 005** Drivers/team leaders duties
- 007** Kerbsider operator
- 008** Kerbsider driver and team leader duties

STREET CLEANSING UNITS

- 001** Health and safety
- 101** Hand sweeping
- 102** Specialist cleansing
- 103** Gully cleansing
- 104** Mechanised sweeping
 - ▶ pedestrian operated
- 105** Mechanised sweeping
 - ▶ (non LGV)
- 106** Mechanised sweeping
 - ▶ LGV mechanical sweepers

	Health and safety legislation	Manual handling	PPE	Hygiene	COSHH	Traffic awareness	Needle sticks	Working around the public	Hazardous waste	Night working	Dust	Flooding
Health & Safety												
001 Health and safety	•	•	•	•	•	•	•					
002 Domestic ▶ automatic lifters		•	•	•		•	•	•				
003 Domestic ▶ hand loading		•	•	•		•	•	•				
004 Trade lifters		•	•	•		•	•	•	•			
005 Drivers/team leaders duties		•	•	•		•	•	•	•			
007 Kerbsider operator		•	•	•		•	•	•				
008 Kerbsider driver and team leader duties		•	•	•		•	•	•	•			
001 Health and safety	•	•	•	•	•	•	•					
101 Hand sweeping		•	•	•		•	•	•	•			
102 Specialist cleansing		•	•	•		•	•	•	•	•	•	
103 Gully cleansing		•	•	•		•	•	•		•		•
104 Mechanised sweeping ▶ pedestrian operated		•	•	•		•	•	•		•		
105 Mechanised sweeping ▶ (non LGV)		•	•	•		•	•	•		•		
106 Mechanised sweeping ▶ LGV mechanical sweepers		•	•	•		•	•	•		•		



Operating machinery
 Contract specification
 Manoeuvring vehicle
 Waste authority procedures
 Use of broom
 Use of litter picker
 Emptying litter bins
 EPA code of practice

Skills & Contract Knowledge

●	●				
●	●				
●	●				
●	●	●	●		
●	●				
●	●	●	●		
	●		●	●	●
	●	●	●	●	●
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●	●				●
●	●	●			●
●	●	●			●

WHO

This is a core health and safety unit. It is a pre-requisite for all other units

This unit is for those who operate a wheeled bin/automatic lifter collection system

This unit is for those who operate a hand load collection system using bags or bins

This unit is for those who operate paladin/eurobin lifting apparatus

This unit is for drivers/team leaders and includes tipping and emergency procedures

This unit is for those who operate kerbsider equipment

This unit is for drivers/teamleaders responsible for kerbsider operations

WHO

This is a core health and safety unit. It is a pre-requisite for all other units

This unit is for those who carry out routine brush and barrow street cleansing

This unit is for those who deal with: dead animals, needles, flytip, hazardous waste, RTAs

This unit is for those who operate gully emptying machines

This unit is for those who operate pedestrian operated sweeping machines

This unit is for those who operate small ride on sweeping machines

This unit is for those who operate LGV sweeping machines



CITY & GUILDS 6033: LOCAL DOCUMENTATION

Because of the wide range of equipment and vehicles in use, both across the industry and also within one employer or depot; assessments are tailored to each organisations needs.

In order for us to tailor assessment plans specifically to your staff, we need copies of the following documentation to be sent to us in advance of the planned assessments:

- ▶ The operators manuals for all equipment staff are being assessed on
- ▶ Relevant local risk assessments
- ▶ The local safe system/method of work procedures
- ▶ Relevant local operating procedures
- ▶ Relevant local Codes of Practice

HOW THESE DOCUMENTS RELATE TO THE CANDIDATE ASSESSMENTS

- ▶ The answers to the questions asked will relate to current Health and Safety Legislation; operators manuals; and the employers safe method of working/local Code of Practice.
- ▶ Where the question asked refers to areas where employers have local procedures then the candidates answer should reflect this.

OTHER RELATED TRAINING

We can also provide a number of other relevant courses specifically designed for refuse, recycling and street cleansing operational staff:

- ▶ Customer care
- ▶ Coping at the sharp end (violence at work)
- ▶ Emergency treatment
- ▶ Manual handling
- ▶ High pressure water jetting
- ▶ Pigeon waste removal (Guano)
- ▶ Infection control
- ▶ Banksman



Unit 001: Health and Safety

Half Day

Unit 001 Health and Safety is a mandatory part of the on-the-job assessment. Staff will need to have received some form of health and safety training to give them the best chance of achieving.

Training for unit 001 can be provided by STC in the form of an optional 1/2 day course, or if staff have attended other relevant health and safety training, you may decide that there is no requirement for further training. The topics covered by the unit are detailed in the course outline below.

AIMS

To provide delegates with an awareness of the hazards associated with cleansing operations and the procedures used to control them.

To provide delegates with training to prepare them for their Unit 001 assessment.

COURSE OBJECTIVES

By the end of the programme delegates will be able to:

- ▶ Explain their responsibilities under the Health & Safety at Work Act 1974
- ▶ Discuss areas of potential danger associated with their job and the procedures in place in relation to:
 - ▶ Safe operation of machinery
 - ▶ Safe working method at the transfer station
 - ▶ Manual handling
 - ▶ Needle stick injuries
 - ▶ Sharp objects
 - ▶ Vermin and the related illnesses
 - ▶ PPE
 - ▶ Noise
 - ▶ Road Safety
 - ▶ COSHH
 - ▶ Aggression and stress
- ▶ Explain the correct reporting procedures
- ▶ Be prepared for their Unit 001 assessment

INITIAL ENQUIRY QUESTIONNAIRE

As each organisation is different, before we can give you an approximate cost we need some basic information about your particular service. If you would like a quote, please complete the details listed below and fax a copy of this form to us on **020 8359 5028**. We will then contact you to discuss your requirements and provide you with an estimate.

CONTACT NAME

ORGANISATION

TELEPHONE NO.

E-MAIL ADDRESS

HEALTH & SAFETY TRAINING

Do you want us to provide the health and safety training needed to pass the Health and Safety Unit 001?

YES

NO

Health and Safety Unit 001 is a pre-requisite for all other units. Please see page 7 for further details.

REFUSE

How many refuse staff do you have, including supervisors?

NUMBER

Please indicate below, the number of drivers and loaders for each method of operation?

	TRADE	HAND LOADING	AUTOMATIC	OTHER (PLEASE SPECIFY)
NO. OF DRIVERS	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
NO. OF LOADERS	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

STREET CLEANSING

How many street cleansing staff do you have, including supervisors?

NUMBER

Please indicate below, the number of staff you have for each method?

	HAND SWEEPING	GULLY EMPTYING	MECHANICAL SWEEPERS	SPECIALIST CLEANSING	OTHER (PLEASE SPECIFY)
NO.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
			Pedestrian		
			Non-LGV		
			LGV		

RECYCLING

How many recycling staff do you have, including supervisors?

NUMBER

Please indicate below the number of drivers and loaders for each method of operation?

VEHICLES USED	NO. OF DRIVERS	NO. OF LOADERS
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

