



Australian Government

Department of Education, Employment and Workplace Relations

CPPWMT4030A Determine waste management services

Release: 1

CPPWMT4030A Determine waste management services

Modification History

Revised unit

Unit updated and equivalent to PRMWM30B Determine waste management services

Unit Descriptor

This unit of competency specifies the outcomes required to determine waste management services suitable for a client's waste management requirements. It requires the ability to analyse practices and develop strategies by working effectively with clients.

Application of the Unit

This unit of competency supports individuals with supervisory responsibilities for developing waste management strategies. It includes contributing to the implementation of developed strategies, systems and plans, as well as recognising the need for expert advice.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

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|---|---|-----|---|
| 1 | Clarify client requirements. | 1.1 | Information relating to client contact with organisation is reviewed. |
| | | 1.2 | Client needs and waste management requirements are established through questioning and discussion. |
| | | 1.3 | Site assessment is organised to determine and clarify client requirements . |
| 2 | Undertake site inspection. | 2.1 | Waste characteristics, waste types and volume of waste are established. |
| | | 2.2 | Waste assessment is conducted to clarify client requirements. |
| | | 2.3 | Details relating to access for the provision of waste management services are confirmed. |
| | | 2.4 | Client's existing waste management habits and processes are determined from questioning and observation. |
| | | 2.5 | Potential hazards and risks to waste management service provision are identified. |
| 3 | Determine service and information requirements. | 3.1 | Waste management service is designed to meet client needs and to be cost-effective. |
| | | 3.2 | Service is offered according to organisational requirements and environmental, occupational health and safety (OHS) regulations and other legislation and codes . |
| | | 3.3 | Client is provided with accurate and understandable information relating to waste management strategy in order to make an informed decision. |
| | | 3.4 | Additional advice is sought where required in relation to compliance with environmental, and OHS regulations and other legislation and codes. |
| | | 3.5 | Staffing or contracting requirements in relation to waste management service are determined. |

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| 4 | Record assessment as required. | 4.1 | Information on client requirements and service proposed is recorded, according to organisational requirements. |
| | | 4.2 | Information on service provision, legal requirements and organisational requirements is provided to the client. |
| | | 4.3 | Client is provided with a copy of <i>assessment documentation</i> . |
| | | 4.4 | Organisational records are updated according to organisational requirements. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to:
 - determine appropriate waste management service
 - observe review operations
- basic numeracy skills to:
 - compare service costs
 - review claims
- reading skills to interpret:
 - maps
 - plans
 - documents
 - work requirements and material safety data sheets (MSDS)
- self-management skills to:
 - conduct work practices safely and efficiently
 - apply accuracy and attention to detail
 - apply decision making
 - identify hazards and risks
 - organise work methodically
 - source, organise and apply information
 - use applicable information technology
- oral communication skills to:
 - request advice or further information
 - listen actively
 - consult
 - negotiate
- written communication skills to:
 - write reports
 - process documentation

Required knowledge

- environmental issues relating to:
 - life cycle of products: re-new, re-use and recycle
 - environmental regulations
 - renewable energy

- OHS requirements relating to:
 - dangerous goods and hazardous substances
 - OHS hierarchy of control
 - potential hazards and risks to waste management services
 - emergency response procedures
- plant, equipment and materials to facilitate:
 - operation of plant and equipment
 - cleaning and maintenance of plant and equipment
 - plant shut-down, lock-out and isolation procedures
- identification of waste types, including:
 - waste types, streams, non-conformances and characteristics
 - unanticipated waste
- principles of supervision, including:
 - leading by example
 - providing or organising training
 - establishing work plans
 - monitoring work activity and team outputs
 - establishing effective communication channels
- resource recovery options relating to:
 - valuable resources within materials
 - potential resources to be recovered
- regulations and standards affecting:
 - establishing plant
 - equipment and materials used in the waste management industry
 - plant equipment
 - providing or organising training
- range of waste management services, including:
 - business methods and operations organisational requirements, including confidentiality requirements
 - client requirements, including confidentiality requirements
 - proprietary issues
 - reporting requirements
 - waste management options
 - waste management hierarchy
 - waste site management plan
 - industry standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	This unit of competency could be assessed by observation of practical demonstration in the workplace or in discussion, relaying how waste management services are determined.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit. In particular the person should demonstrate the ability to: • clarify a client's waste management service requirements • perform a thorough site assessment, obtaining correct information on type, volume and characteristics of waste • assess client's waste management habits • identify hazards, risks and associated OHS concerns to waste management service provision.
Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements. Resource implications for assessment include: • work plans and approved specifications • forms and procedures manuals.
Method of assessment	Waste management services must be determined in line with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies to assess competency in the determination of waste management service. Assessment methods must: • satisfy the endorsed Assessment Guidelines of the Property Services Training Package • include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application • reinforce the integration of employability skills with workplace tasks and job roles • confirm that competency is verified and able to be transferred to other circumstances and environments.
Guidance information for	Reasonable adjustments for people with disabilities must be made to

assessment	assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support. Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed. This unit could be assessed on its own or in combination with other units relevant to the job function, for example: • CPPCMN4004B Facilitate effective client relationships • CPPWMT4027A Select and obtain waste management plant, equipment and materials • CPPWMT4032A Inform and educate clients on waste management issues • CPPWMT5033A Educate public on waste management issues.
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Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Client</i> may include:	- all forms of business enterprises in this context, including: - government agencies - internal customers - local governments and councils - private and public companies - residents and ratepayers.
<i>Assessment</i> may include the following methods:	- discussion with client - review of past service records - visual inspection.
<i>Client requirements</i> may include expectations expressed in:	- briefing papers - contract documents - letters - memos - quality assurance documents - tender documents - verbal or written instructions.
<i>Waste characteristics</i> may include:	- density - level of contamination - quality - shape - size - volume - weight.
<i>Waste types</i> may include:	- solid (non-hazardous), e.g. construction and demolition - liquid (non-hazardous), e.g. chemical and aqueous - hazardous – regulated, prescribed, quarantined, medical and clinical - recoverable resources, e.g. recyclable and green waste.
<i>Potential hazards and risks</i> are those identified by the organisation that may lead to:	- damage to plant, vehicle or property - harm to the environment - illness or injury to employees, contractors or the public - injuries resulting from manual handling and repetitive work.
<i>Hazards and risks</i> may include:	- broken glass - broken metal

	• compaction equipment • contamination • dust • fire • gases and fumes • hazardous waste (e.g. sharps) • narrow driveways • other vehicles and equipment • overhanging signs • projectiles • spark-producing equipment • unguarded conveyor belts • weather.
Organisational requirements may include information found in:	• briefing papers • job sheets • letters • memos • operations manuals • quality assurance documents • tender and contract documents • verbal or written instructions • work procedures.
Legislation and codes may include:	• commonwealth, state and territory legislation, including: • environmental protection • OHS • industry codes.
Information relating to waste management strategy may include:	• access to site • environmental issues • location of waste containers • maps of plant or site • OHS procedures • processing methods • production dates and schedules • production inputs and outputs • recycling options • site size • specific site requirements • storage and disposal methods • waste handling • waste hazards • waste outputs

	• waste recovery routes • waste streams.
Assessment documentation may include:	• organisational activity records • detailed proposals • written reports.

Unit Sector(s)

Waste management

Custom Content Section

Not applicable.