



Australian Government

Department of Education, Employment and Workplace Relations

CPPWMT4032A Inform and educate clients on waste management issues

Release: 1

CPPWMT4032A Inform and educate clients on waste management issues

Modification History

Revised unit

Unit updated and equivalent to PRMWM32B Inform and educate clients on waste management issues

Unit Descriptor

This unit of competency specifies the outcomes required to inform and educate clients on waste management issues. It requires the ability to analyse practices and develop strategies by working effectively with clients.

Application of the Unit

This unit applies to those responsible for waste management information dissemination. It includes contributing to the development and 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 | Determine requirements for provision of information and advice to client. | 1.1 <i>Need for provision of information</i> is determined from log of common <i>client</i> inquiries, review of client compliance levels, new waste management trends and issues, and changes in services provided. |
| | | 1.2 <i>Information</i> requirements, including <i>target groups</i> for advice, are determined through discussion with clients and relevant interest groups. |
| | | 1.3 Organisational requirements and requirements of <i>legislation and codes</i> of practice are identified. |
| 2 | Provide information and advice to client. | 2.1 Information is checked to ensure it provides client with practical options for the effective management and minimisation of waste. |
| | | 2.2 Information is provided in a clear and concise manner. |
| | | 2.3 Client is provided with opportunity to confirm understanding and seek clarification. |
| | | 2.4 Client is provided with reliable documentation and suitable publications for ongoing reference. |
| 3 | Assist client to obtain access to additional information as required. | 3.1 <i>Sources of additional information</i> are provided to ensure client can follow up when required. |
| | | 3.2 Details on organisations providing waste management services are provided to assist in future service provision as required. |
| | | 3.3 Information on community, government, industry services and their <i>responsibilities and capacities</i> is checked to ensure it meets client needs. |

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
- interpersonal skills to:
 - assess client needs
 - coordinate activities
 - provide information in a team environment on a range of waste management issues
- reading skills to interpret:
 - maps
 - plans
 - documents
 - work requirements and material safety data sheets (MSDS)
- problem-solving skills to source, organise and apply information
- self-management skills to:
 - apply accuracy and attention to detail
 - organise work methodically
 - conduct project management
 - use applicable information technology
- oral communication skills to:
 - ask questions
 - facilitate
 - listen actively
 - present information
 - consult
 - negotiate
- written communication skills for:
 - report writing
 - documentation
 - presentation

Required knowledge

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

- environmental regulations
- renewable energy
- occupational health and safety (OHS) requirements relating to:
 - dangerous goods and hazardous substances
 - OHS hierarchy of control
 - potential hazards and risks to waste management
 - emergency response procedures
- identification of waste types, including:
 - waste types, streams, non-conformances and characteristics
 - unanticipated waste
- presentation standards, including:
 - designing sessions in a manner that focuses on key messages
 - establishing rapport with audience
 - informing audience in a clear manner
 - summarising key points
- resource recovery options relating to:
 - valuable resources within materials
 - potential resources to be recovered
- range of waste management services, including:
 - client requirements
 - organisational requirements
 - industry standards
 - legal implications
 - problem-solving strategies
 - sources of waste management information
 - waste management options
 - waste management hierarchy
 - waste minimisation strategies
 - waste types, streams and characteristics

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 to inform and educate clients on waste management issues.
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: • determine requirements for provision of information and advice to client • communicate clearly • provide client with information and advice on waste management and OHS issues.
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	Clients must be informed and educated on waste management issues 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 provision of information and education. 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 of competency relevant to the job function, for example: • CPPCMN4004B Facilitate effective client relationships • CPPWMT4030A Determine waste management services • 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>Need for provision of information</i> may arise from:	• client's waste management needs and requirements • carbon emission discussions • compliance requirements • discussions with client on waste characteristics, waste types and their treatment • environmental considerations • OHS considerations • potential hazards and risks • recycling considerations • waste disposal cost considerations.
<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>Information</i> may include:	• all aspects of waste management, including: • waste management service available • waste minimisation • carbon emissions • cost of waste management services • impact on the environment of waste • recycling • legislation and codes.
<i>Target groups</i> may be identified by:	• age group • culture • ethnicity • industry • occupation • geographic location • religion.
<i>Legislation and codes</i> may include:	• codes, including: • Australian Code for the Transport of Dangerous Goods by Road and Rail

	• industry • commonwealth, state and territory legislation, including: • anti-discrimination • environmental protection • equal employment opportunity • freedom of information • industrial • OHS • trade practices • road laws.
<i>Sources of additional information</i> may include:	• organisational publications • government information • industry publications.
<i>Responsibilities and capacities</i> may include:	• availability of trained, experienced or licensed persons • costs • maintenance of site.

Unit Sector(s)

Waste management

Custom Content Section

Not applicable.