



Australian Government

Department of Education, Employment and Workplace Relations

PRMWM30B Determine waste management services

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the determination of waste management services suitable to satisfy a client's waste management requirements.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Clarify client requirements	1.1 Review information on <i>client</i> contact with company 1.2 Establish client needs and waste management requirements through appropriate questioning and discussion 1.3 Organise a site <i>assessment</i> to determine and clarify client requirements
2 Undertake site inspection	2.1 Establish types, volume and characteristics of waste 2.2 Conduct waste assessment to clarify client requirements 2.3 Confirm all details relating to access for the provision of waste management services 2.4 Determine client's existing waste management habits and processes from questioning and observation 2.5 Identify potential risks and hazards to waste management services provision
3 Determine waste management service	3.1 Design waste management service to meet client needs and be <i>cost-effective</i> 3.2 Offer service in accordance with <i>company requirements</i> and environmental, OHS and other <i>relevant legislation</i> 3.3 Provide client with accurate and understandable information on waste management issues in order to make an informed decision 3.4 Seek additional advice where doubt exists in relation to compliance with environmental, OHS and other relevant legislation
4 Document assessment as required	4.1 Document information on client requirements and service proposed, in accordance with company requirements 4.2 Provide information on service provision, legal requirements and company requirements to client 4.3 Provide client copy of <i>assessment documentation</i> 4.4 Update company records in accordance with company requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Clarification of all client waste management service requirements.
- Thorough organisation of site assessment.
- Obtaining correct information from site assessment including identifying types, volume and characteristics of waste, and conducting waste assessment.
- Identification of client waste management habits.
- Identification of risks and hazards to waste management service provision.
- Correct determination of waste management service that meets client needs, company and legislative requirements and is cost-effective.
- Documents assessment.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste management services.
- Basic requirements for service provision.
- Company pricing schedules.
- Company pricing policy and procedures.
- Proprietary issues.
- Company and client confidentiality requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including liaison, customer service, report writing, consultation, interpersonal, listening, questioning, gaining feedback, giving information
- observation
- analysis
- numerical calculations including time, measurements, quantities
- safe and efficient work practices
- methodical organisation of work
- time management.

Resources required to assess this unit

The following resources should be available:

- role-play
- case studies
- range of client requirements
- access to site to determine service provision
- company policy and procedures

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the determination of waste management requirements. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the determination of waste management services.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

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|------------------------------|---|---|
| 1 Perform the process | 2 Perform and administer the process | 3 Perform, administer and design the process |
|------------------------------|---|---|

How can communication of ideas and information be applied?	2	Communicate clearly and effectively with relevant personnel and clients about the determination of waste management services available.
How can information be collected, analysed and organised ?	2	Gather information from a number of sources (including job requirements, manufacturers' specifications and company requirements) to determine waste management services.
How are activities planned and organised ?	2	Plan and organise activities to cover all aspects of waste management service in accordance with company requirements and relevant legislation.
How can teamwork be applied?	2	Work cooperatively with colleagues and clients to determine waste management services.
How can the use of mathematical ideas and techniques be applied?	1	Conduct and document appropriate mathematical calculations to determine waste management services.
How can problem-solving skills be applied?	2	Apply solutions to possibly problems that may arise throughout the waste management process.
How can the use of technology be applied?	2	Apply technological principles and demonstrate physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit. **Assessment documentation** includes but is not limited to company activity records, detailed quotation and written report.

Assessment methods include discussion with client, review of past service records and visual inspection.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies and residents/ratepayers.

Company requirements are found in insurance policy, job sheets, policy and procedures documents, training materials, verbal or written instructions and work procedures.

Cost-effective implies a balance between affordable by the client, achieve effective solution and enable profit to be achieved by operator.

Manufacturers' specifications and safety data include equipment specifications and operator manuals.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Relevant legislation and codes cover state and federal:

- dangerous goods
- duty of care
- industry codes of conduct
- occupational health and safety legislation
- Australian Standards
- environmental protection legislation.
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Unit Sector(s)

Not Applicable