



Australian Government

Department of Education, Employment and Workplace Relations

PRMWM32B Inform and educate clients on waste management issues

Release: 1

PRMWM32B Inform and educate clients on waste management issues

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers all contexts in which information may be provided to clients.

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 Determine requirements for provision of information or advice to client	1.1 Determine <i>need for provision of information</i> 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 Determine <i>information</i> requirements through discussion with clients and relevant interest groups 1.3 Identify and incorporate requirements of <i>relevant legislation</i>, industry codes of practice and company requirements in information requirements
2 Provide information and advice to client	2.1 Provide relevant information in a clear and manner 2.2 Provide client with opportunity to confirm understanding and seek clarification 2.3 Provide client with reliable documentation and publications suitable to client and nature of waste management services for ongoing reference 2.4 Ensure information provides client with practical options for the effective management and minimisation of waste
3 Assist client to obtain access to additional information as required	3.1 Provide <i>sources of additional information</i> to ensure client can follow up when required 3.2 Provide details on company services to assist in future service provision as required 3.3 Ensure information on community, government and industry services is available and provided to the client where requested

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Accurate determination of requirements for provision of information or advice to client.
- Communicates clear and accurate information and advice to client.
- Provides client with opportunities to confirm understanding and seek clarification.
- Assists client to obtain access to additional information, including providing sources and resources.

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 minimisation strategies.
- Current issues in waste management.
- Legal implications
- Company requirements.
- Sources of waste management information.
- Available government services.
- Dangerous goods in use.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

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

- interpersonal communication
- listening and provision of feedback
- assessing client capacities
- presentation of information
- demonstrating.

Resources required to assess this unit

The following resources should be available:

- range of waste management issues
- identified client target groups
- resources for education
- role play
- case studies.

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 information provided to client on waste management issues. 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 information provided on waste management issues.

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.

- | | | |
|------------------------------|---|---|
| 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 waste management issues.
How can information be collected, analysed and organised ?	2	Gather information from a number of sources (including regulatory sources, relevant personnel, relevant legislation, personnel training records and company specifications) about waste management issues.
How are activities planned and organised ?	2	Plan and organise activities to impart appropriate information to clients.
How can teamwork be applied?	2	Work effectively with relevant personnel to determine waste management issue.
How can the use of mathematical ideas and techniques be applied?	2	Conduct and document appropriate mathematical calculations.
How can problem-solving skills be applied?	1	Provide appropriate information to solve client's problems.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and 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 methods** include discussion with client, review of past service records and visual inspection.

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

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

Information includes but is not limited to all aspects of waste management, impacts on the environment and health, waste minimisation legislation and controls and waste management services available.

Need for provision of information will typically arise from client waste management needs and requirements, compliance requirements, environmental considerations, health considerations and waste disposal cost considerations.

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:

- consumer protection
- dangerous goods
- duty of care
- industry codes of conduct
- public and other liability
- Australian Standards
- environmental protection legislation.

Responsibilities and capacities may include costs and availability of trained and/or licensed persons and maintenance of site.

Sources of information include company publications, government information documents and industry publications.

Unit Sector(s)

Not Applicable