



Maldives National Skills Development Authority



National Competency Standard for Waste to Wealth

Standard Code: SOCS02V1/21

Qualification Name: National Certificate III in Waste to Wealth
Qualification Code: SOCQS02Q1L3V1/21

FOREWORD

Formal Technical and Vocational Education & Training (TVET) was introduced in the Maldives in 1975, with the establishment of the state-owned Vocational Training Center as the one and only TVET provider. As the institution and training programs evolved and need for standardized training materials grew, in 2006, government established a TVET mechanism to develop Occupational Standards.

Since then, Maldives' TVET system has evolved to encompass a public Polytechnic, a dozen private Institution Based Training (IBT) providers and several Employer Based Training (EBT) providers for apprenticeship training too. Additionally, as the regulatory body, under the Higher Education and Training Act 7/2021, Maldives National Skills Development Authority (MNSDA) was created on 16th May, 2021.

MNSDA's mandates includes:

- Developing policies, procedures and making regulations;
- Developing National Competency Standards, curriculums and related materials;
- Conducting National Apprenticeship Program (NAP) through EBTs,
- Conducting National Trade Testing and Certification (NTTC),
- Registering IBT and EBT providers and TVET programs;
- Conducting National Assessments and issuing National Certificates and
- Manage a comprehensive database comprised of IBT and EBT;


As a result, MNSDA has expanded 'TVET' services with currently available 103 NCS covering a wide range of occupations while 71 new NCS are in the development process funded by the Maldives Enhancing Employability and Resilience of Youth (MEERY) project. In addition, MEERY assists for renewal of 53 existing NCS as well as for development of Curriculum, Teaching Materials, Resource Books and Logbooks.

NCS development and approval process involves Technical Panels and Employment Sector Councils and accreditation by the Maldives Qualifications Authority (MQA), thus aligning to the Maldives National Qualification Framework (MNQF).

It is with great pleasure we present the Waste to Wealth training package developed by MNSDA in collaboration with MEERY and Maldives Institute of Technology as a consultant.



Ahmed Nasheed
Chief Executive Officer
Maldives National Skills Development Authority

EMPLOYMENT SECTOR COUNCILS			
#	Name	Designation	Organization
01	Saudath Afeef	Director	Ministry of Youth, Sports and Community Empowerment
02	Mariyam Azza Ali Rauf	Human Resource Manager	Waste Management Corporation Limited
03	Fathmath Sauda	Allied Health Professional	Maldives Allied Health Council
04	Mariyam Nuzla	General Manager	State Trade Organization
05	Ali Shareef	Center for Foundation Studies	Villa College
06	Aishath Shifana Wajeeth	-	Industry Expert
07	Hamid Abdul Ghafoor	-	Industry Expert
08	Ibrahim Nafiu	Secretary	Riverine Sports
09	Aminath Asra	Director	Maldives National Skills Development Authority
National Occupational Standard has been endorsed by:			
 Fathmath Sauda Chairperson Social Employment Sector Council			
Maldives National Skills Development Authority Ministry of Higher Education Kalaafaanu Hingun, H. Fulidhooge Male', Maldives			
Date of Endorsement: 26 th October 2021		Date of Revision: -	

TECHNICAL SUPPORT			
#	Name	Designation	Organization
01	Mariyam Nadha	Administrative Officer	Maldives National Skills Development Authority
02	Aishath Hamna Abdulla	Administrative Officer	Maldives National Skills Development Authority

TECHNICAL PANEL MEMBERS			
#	Name	Designation	Organization
01	Aishath Rashfa	Assistant Director	Ministry of Environment, Climate Change and Technology
02	Shaahina Ali	Country Director	Parley Maldives
03	Abdulla Sinan	Assistant Manager	Waste Management Corporation Limited
04	Inaya Abdul Raheem	Engineer	Environment Protection Agency
05	Mohmaed Haikal	Lecturer	Maldives National University
06	Mohamed Waheed	Assistant Lecturer	Maldives Polytechnic
07	Ahmed Afrah Ismail	Co-Founder	Zero Waste Maldives

VERSION	DEVELOPER	DATE	STANDARD CODE
V1	Maldives Institute of Technology	26 th October 2021	SOCS02V1/21

Standard Development Process

To begin with, Waste to Wealth occupations were profiled through study of occupation across Maldivian workplaces. Referred occupational profiling process led to the development of Draft Occupational Standard.

Draft occupational standard will be used to undertake functional analysis of Waste to Wealth occupation and referred functional process was undertaken with participation of industry experts. For strengthening development of National Occupational Standard, a panel with technical experts was formed from MNSDA. The members shall provide technical support and identify knowledge and skills to be included in the standard.

Once the standard is finalized among (TP) technical panel, this will be submitted to the designated Employment Sector Council. A brief report on how National Occupational Standard for Waste to Wealth shall be developed and presented to the council. Council members will ensure the industry need has been catered in the standard through inclusion of industry related knowledge and skills. Once the standard fulfills the recommendations of the Employment Sector Council, the standard will then be endorsed by the council.

After endorsing the standard from the relevant Employment Sector Council, final document shall be submitted to Maldives Qualification Authority (MQA) for approval. After the approval from MQA, National Occupational Standard for Waste to Wealth can be published, which would then be used by training providers.

Description of “Waste to Wealth Occupation”

Waste to Wealth play an important role in facilitating creation of wealth using the waste collected across the waste management centers established across the island. Besides wealth creation, referred occupation will also contribute to maintaining a clean and healthy environment across the Maldivian islands.

As of today, waste collected across the waste management centers remain as a burden to island administrators such as island and city councils. The program will develop a shift in the perspectives related to the collected waste through processing and recycling the waste for wealth creation.

Waste to wealth program shall prepare competent personnel to identify and process waste including development of value-added products using waste. This program shall develop skilled personnel capable and ready to use the garbage collected with creativity to maximise reuse and resale and consequently create wealth. The program will also continue to maintain a healthier and cleaner environment for all.

Job opportunities upon completion of “National Certificate III in Waste to Wealth”

Upon successful completion of the National certificate-3 in Waste to Wealth, students can work in the following jobs.

1. *Waste Management Administrator*
2. *Waste Management Operator*
3. *Recycling Officer*
4. *Collecting Officer*
5. *Waste to Wealth Creator*
6. *Waste to Wealth Coordinator*

KEY FOR CODING

Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Agriculture (FNA) Information, Communication and Technology (ICT) Transport Sector (TRN) Tourism Sector (TOU) Social Sector (SOC) Foundation (FOU)
Competency Standard	S
Occupation with in an industry sector	Two digits 01-99
Unit	U
Common Competency	CR
Core Competency	CM
Optional / Elective Competency	OP
Assessment Resources Materials	A
Learning Resources Materials	L
Curricular	C
Qualification	Q1, Q2 etc.
MNQF level of qualification	L1, L2, L3, L4 etc.
Version Number	V1, V2 etc.
Year of Last Review of standard, qualification	By “/” followed by two digits responding to the year of last review, example /20 for the year 2020

1. Endorsement Application for Qualification 01		
2. NATIONAL CERTIFICATE III IN WASTE TO WEALTH		
3. Qualification code: SOCS02Q1L3V1/21		Total Number of Credits: 68
4. Purpose of the qualification Purpose of this qualification is to create skilled personnel that understands waste generation on an island or resort context and is able to creatively find waste to wealth solutions to different waste streams generated in their place of work. It is believed that there will be a huge demand for trained waste to wealth operators from Councils and also Resorts.		
5. Regulations for the qualification		National Certificate III in Waste to Wealth will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16
6. Schedule of Units		
Unit No	Unit Title	Code
Common Competencies		
01	Follow work health and safety procedures	SOCCM01V1/21
02	Apply work ethics and professionalism	SOCCM02V1/21
03	Practice effective workplace communication	SOCCM03V1/21
04	Perform basic computer operations	SOCCM04V1/21
05	Provide first aid	SOCCM05V1/21
06	Respond to fire	SOCCM06V1/21
Core Competencies		
07	Apply Sustainable Waste Management Practices	SOCS02CR07V1/21
08	Identify and respond to hazards and emergencies in waste management	SOCS02CR08V1/21
09	Apply workshop practice	SOCS02CR09V1/21
10	Apply waste reduction using waste segregation and auditing	SOCS02CR10V1/21
11	Identify and Prepare items for reuse and resale	SOCS02CR11V1/21
12	Operate & maintain machinery and equipment	SOCS02CR12V1/21
13	Prepare value added products using organic waste	SOCS02CR13V1/21
14	Prepare value added products using recyclable waste	SOCS02CR14V1/21
15	Maintain waste management site	SOCS02CR15V1/21
16	Apply entrepreneurship skills	SOCS02CR16V1/21

7.Accreditation requirements	The training provider should place trainees in relevant industry or sector to provide the trainees the hands-on experience exposure related to this qualification.
8. Recommended sequencing of units	As appearing under the section 06

Unit Details

#	Unit Title	Code	Level	No of Credit
01	Follow work health and safety procedures	SOCCM01V1/21	III	04
02	Apply work ethics and professionalism	SOCCM02V1/21	III	03
03	Practice effective workplace communication	SOCCM03V1/21	III	04
04	Perform basic computer operations	SOCCM04V1/21	III	03
05	Provide first aid	SOCCM05V1/21	III	04
06	Respond to fire	SOCCM06V1/21	III	03
07	Apply Sustainable Waste Management Practices	SOCS02CR07V1/21	III	05
08	Identify and respond to hazards and emergencies in waste management	SOCS02CR08V1/21	III	05
09	Apply workshop practice	SOCS02CR09V1/21	III	05
10	Apply waste reduction using waste segregation and auditing	SOCS02CR10V1/21	III	05
11	Identify and Prepare items for reuse and resale	SOCS02CR11V1/21	III	04
12	Operate & maintain machinery and equipment	SOCS02CR12V1/21	III	05
13	Prepare value added products using organic waste	SOCS02CR13V1/21	III	06
14	Prepare value added products using recyclable waste	SOCS02CR14V1/21	III	06
15	Maintain waste management site	SOCS02CR15V1/21	III	03
16	Apply entrepreneurship skills	SOCS02CR16V1/21	III	03

Packaging of National Qualifications:

National Certificate III in Waste to Wealth will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16

Qualification Code: SOCS02Q1L3V1/21

Competency Standard for Waste to Wealth

UNIT TITLE Follow work health and safety procedures					
DESCRIPTOR	This unit involves the skills and knowledge required to follow and apply work health and safety (WHS)/occupational health and safety (OHS) procedures when carrying out work activities in compliance with the relevant WHS/OHS regulations and procedures.				
CODE	SOCCM01V1/21	LEVEL	III	CREDIT	04

ELEMENTS OF COMPETENCIES		PERFORMANCE CRITERIA
1. Follow workplace procedures for hazard identification and risk control		1.1. Workplace procedures for dealing with accidents, fire and emergencies are identified and followed 1.2. Workplace procedures for WHS/OHS and related work instructions for controlling risks in a workplace are accurately followed 1.3. Hazards in the workplace are identified and appropriate action is taken to report them and to minimise or eliminate risk to personnel, workplace and the environment 1.4. Safety regulations and established workplace safety and hazard control practices and procedures are obtained, interpreted and applied to day-to-day work activities 1.5. Procedures and precautions necessary for entry into confined spaces in the workplace are correctly followed 1.6. Personal protection clothing and equipment is correctly used in accordance with established safety practices and procedures 1.7. Established emergency and contingency plans are followed
2. Contribute to arrangements for managing work health and safety		2.1. WHS/OHS issues and identified safety hazards are raised with designated personnel in accordance with workplace procedures and relevant WHS/OHS legislation 2.2. Contributions to managing WHS/OHS in the workplace are made in accordance with workplace procedures and relevant legislation 2.3. WHS/OHS issues are raised with designated personnel in accordance with workplace procedures and relevant legislation 2.4. Participative arrangements for managing WHS/OHS in the workplace are contributed to in accordance with workplace procedures, and within scope of responsibilities and competence

3. Complete work health and safety records	3.1. WHS/OHS records are completed in accordance with workplace requirements 3.2. WHS/OHS records and legal requirements for maintaining records of occupational injury and diseases are followed
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RANGE STATEMENT

Roles and objectives of team include the following.

- ✓ Work activities in a team environment with enterprise or specific sector
- ✓ Limited discretion, initiative and judgment may be demonstrated on the job, either individually or in a team environment

Sources of information include the following.

- ✓ Standard operating and/or other workplace procedures
- ✓ Job procedures
- ✓ Machine/equipment manufacturer's specifications and instructions
- ✓ Client/supplier instructions
- ✓ Quality standards

Tools, equipment and materials required may include:

Relevant health and safety tools and equipment required for the module.

ASSESSMENT GUIDE

Form of assessment

- ✓ Assessment for the unit needs to be holistic and observed during assessment of other units of competency which forms the qualification.
- ✓ Any written or oral examinations may include questions related to following and managing work health safety

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- ✓ Maintaining adequate level of all aspects of personal hygiene and cleanliness
- ✓ Following cleaning procedures for effective cleaning of work areas
- ✓ Immediately reporting any symptoms of illness
- ✓ Undertaking routine medical checkups
- ✓ This unit may be assessed in conjunction with all and units which form part of the normal job role

Assessment conditions

- ✓ Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.
- ✓ Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ✓ Emergency and evacuation procedures ✓ HAZCHEM symbols and implications for safe work and storage ✓ Housekeeping standards and procedures ✓ Location and use of safety alarms, manifests, emergency shut-off systems, emergency communications systems ✓ Manual and mechanically-assisted lifting and load shifting procedures ✓ Procedures for handling broken or damaged equipment ✓ Relevant terms used in SDSs/MSDSs ✓ Relevant WHS/OHS procedures and guidelines ✓ Reporting procedures for unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents ✓ Site layout and obstacles ✓ Storage and use of hazardous substances ✓ WHS/OHS warning signs and signals. 	<ul style="list-style-type: none"> ✓ Applying precautions and required action to minimise, control or eliminate hazards that may exist during work activities ✓ Applying relevant legislation and workplace procedures ✓ Communicating effectively with others when following WHS/OHS procedures ✓ Completing documentation related to WHS/OHS in the workplace ✓ Implementing WHS/OHS workplace procedures ✓ Reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures ✓ Reading and comprehending simple statements in English ✓ Reading and interpreting relevant safety-related information including safety labels, instructions for safe work, relevant safety data sheets (SDSs)/material safety data sheets (MSDSs), workplace procedures and codes of practice ✓ Selecting and using required personal protective equipment conforming to industry and WHS/OHS standards ✓ Working collaboratively with others when following WHS/OHS procedures ✓ Working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

UNIT TITLE Apply work ethics and professionalism					
DESCRIPTOR	This unit covers the knowledge, skills and attitudes required in demonstrating proper work values and professionalism while working. In particular, the unit will facilitate development of work ethics and professionalism and will cover areas such as application of work values, dealing ethical problems and maintaining integrity of conduct in the workplace.				
CODE	SOCCM02V1/21	LEVEL	III	CREDIT	03

ELEMENTS OF COMPETENCIES		PERFORMANCE CRITERIA	
1. Define the purpose of work		1.1	One's unique sense of purpose for working and the why's of work are identified, reflected on and clearly defined for one's development as a person and as a member of society.
		1.2	Personal mission is in harmony with company's values.
1. Apply work values/ethics		2.1	Work values/ethics/concepts are identified and classified in accordance with companies' ethical standard guidelines.
		2.2	Work policies are undertaken in accordance with company's policies, guidelines on work ethical standard.
		2.3	Resources are used in accordance with company's policies and guidelines.
		2.4	Punctuality, absence from work, sick, family and annual leave is maintained alignment to the Employment Act of the Maldives
2. Deal with ethical problems		3.1	Company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct/behavior are followed.
		3.2	Work incidents/situations are reported according to company protocol/guidelines.
		3.3	Resolution and/or referral of ethical problems identified are reported/documented based on standard operating procedure
3. Maintain integrity of conduct in the workplace		4.1	Personal behavior and relationships with co-workers and/or clients are demonstrated consistent with ethical standards, policy and guidelines.
		4.2	Work practices are satisfactorily demonstrated and consistent with industry work ethical standards, organizational policy and guidelines.
		4.3	Instructions to co-workers are provided based on ethical lawful and reasonable directives

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.

Tools, equipment and material used in this unit may include:

For the purpose of delivering the assignment, students need to be familiarized with the following.

- ✓ Employment act of Maldives

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit needs to be holistic and must include real or simulated workplace activities.

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of practices.

Critical aspects (for assessment)

It is critical that the assessment undertaken for this module be holistic and involve the following.

- ✓ Group discussion
- ✓ Role play
- ✓ Self-paced learning
- ✓ Written
- ✓ Demonstration
- ✓ Observation
- ✓ Interviews/questioning

Assessment conditions

Assessment must reflect both events and processes over a period of time.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ✓ Work responsibilities/job functions ✓ Company code of conduct/values ✓ Concept of work values/ethics ✓ Company policies and guidelines ✓ Work ethical standard ✓ Company's identified ethical problems ✓ Work incidents/situation ✓ Standard operating procedures ✓ Report writing and documentation ✓ Fundamental rights at work including gender sensitivity ✓ Corporate social responsibilities ✓ Human and interpersonal Relations ✓ Value Formation ✓ Professional Code of Conduct and Ethics 	<ul style="list-style-type: none"> ✓ Purpose for working and the why's of work are identified, reflected and linked to self-development ✓ Work values/ethics/concepts are identified and classified in accordance with companies' ethical standard ✓ Work policies are undertaken in accordance with company's policies. ✓ Resources are used in accordance with company's policies and guidelines. ✓ Work incidents/situations are reported according to company guidelines ✓ Personal behavior and relationships with co-workers and clients are within ethical standard ✓ Work practices are satisfactorily demonstrated and consistent. ✓ Instructions to co-workers are provided based on ethical lawful and reasonable directives

UNIT TITLE Practice effective workplace communication					
DESCRIPTOR	This unit focus on the development proper workplace communication skills that include communication with customers and colleagues, participate in workplace meetings and discussions, handle relevant work-related documentation, handle telephone, apply radio communication and develop observation skills. These skills are vital to work as a qualified and competent lifeguard.				
CODE	SOCCM03V1/21	LEVEL	III	CREDIT	04

ELEMENTS OF COMPETENCIES		PERFORMANCE CRITERIA	
1. Communicate with customers and colleagues	1.1. Proper channels and methods of communication used 1.2. Workplace interactions with customers and colleagues appropriately made 1.3. Appropriate non-verbal communication used 1.4. Appropriate lines of communication followed		
2. Participate in workplace meetings and discussions	2.1. Meetings and discussions attended on time 2.2. Procedures to expressing opinions and following instructions clearly followed 2.3. Questions asked and responded to effectively 2.4. Meeting and discussion outcomes interpreted and implemented correctly		
3. Handle relevant work-related documentation	3.1. Conditions of employment are clear and understood properly 3.2. Relevant information accessed from appropriate sources 3.3. Relevant data on workplace forms and other documents filled correctly 3.4. Instructions and guidelines understood and followed properly 3.5. Reporting requirements completed properly		

4. Handle telephone calls	4.1. Procedures for taking messages and making outgoing calls followed properly 4.2. Incoming calls answered correctly 4.3. Calls put on hold and transferred properly 4.4. Outgoing calls made efficiently 4.5. Communication in both English and Dhivehi demonstrated correctly 4.6. Understand what social etiquette means 4.7. Benefits of applying social etiquette at the workplace
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RANGE STATEMENT

Procedures included:

- ✓ Organizational hierarchy and reporting order
- ✓ Communications procedures
- ✓ Telephone handling procedures
- ✓ Non-verbal communication
- ✓ Interpersonal skills
- ✓ General attitude to customers, colleagues and work
- ✓ Conformity to policies and procedures

Tools, equipment and materials required may include:

- ✓ Telephone
- ✓ Note pads
- ✓ Pens
- ✓ Forms and formats related to inter-personal communication

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit needs to be continuous and holistic and must include real or simulated workplace activities.

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of opportunities for communication.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in

- ✓ The critical aspects of communicating effectively with others involved in or affected by the work.

This unit may be assessed in conjunction with all and units which form part of the normal job role.

Assessment conditions

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ✓ General knowledge of English and Divehi grammar ✓ General knowledge of common telephone equipment ✓ General knowledge on types of effective communication among colleagues and customers ✓ Identify and fill Important workplace documentation such as forms used in the workplace ✓ How to write minutes and small memos ✓ Knowledge on the requirements and sources for workplace documentation, including data, log sheets and forms. ✓ Knowledge related to operating radio communications. 	<ul style="list-style-type: none"> ✓ Fluency in English and Dhivehi language usage ✓ Applying relevant work health and safety procedures ✓ Completing workplace documentation and forms ✓ Ensuring processed information and data is checked for relevance, accuracy and completion ✓ Operating and adapting to differences in electronic applications and systems in accordance with operating procedures ✓ Working collaboratively with others when completing and processing workplace documentation, data and forms ✓ Attend workplace meetings ✓ Demonstrate radio communication skills

UNIT TITLE Perform basic computer operations					
DESCRIPTOR	This unit describes the performance outcomes, skills and knowledge required to start up a personal computer or business computer terminal; to correctly navigate the desktop environment; organise files on the computer including opening documents and saving the working files; print information and proper shutting down procedures.				
CODE	SOCCM04V1/21	LEVEL	III	CREDIT	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Start computer, system information and features	1.1. Adjust workspace, furniture and equipment to suit user ergonomic requirements 1.2. Ensure work organization meets organisational and occupational health and safety (OHS) requirements for computer operation 1.3. Start computer or log on according to user procedures 1.4. Identify basic functions and features using system information 1.5. Customize desktop configuration, if necessary, with assistance from appropriate persons 1.6. Use help functions as required
2. Organize files using basic directory and folder structures	2.1 Create folders/subfolders with suitable names 2.2 Save files with suitable names in appropriate folders 2.3 Rename and move folders/subfolders and files as required 2.4 Identify folder/subfolder and file attributes 2.5 Move folders/subfolders and files using cut and paste, and drag and drop techniques 2.6 Save folders/subfolders and files to appropriate media where necessary 2.7 Search for folders/subfolders and files using appropriate software tools 2.8 Restore deleted folder/subfolders and

	files as necessary
3. Print information	3.1 Print information from installed printer 3.2 View progress of print jobs and delete as required 3.3 Change default printer if installed and required
4. Shut down computer	4.1 Close all open applications 4.2 Shut-down computer according to user procedures

RANGE STATEMENT

This unit covers computer hardware to include personal computers used independently or within networks, related peripherals, such as printers, scanners, keyboard and mouse, and storage media such as disk drives and other forms of storage.

Software used must include but not limited to word processing, spreadsheets, database and billing software packages and Internet browsing software.

Tools, equipment and materials required may include:

- ✓ Storage device
- ✓ Different software and hardware
- ✓ Personal and Laptop computers system
- ✓ Printers
- ✓ Scanner
- ✓ Keyboard
- ✓ Mouse

ASSESSMENT GUIDE

The assessment guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this occupational standard

Forms of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- ✓ direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate
- ✓ demonstration of techniques
- ✓ oral or written questioning to assess knowledge of computer operations and

- functions
- ✓ review of shortcuts created
- ✓ review of folders/subfolders created.

Critical aspects (for assessment)

Evidence of the following is essential:

- ✓ navigation and manipulation of the desktop environment within the range of assigned workplace tasks
- ✓ knowledge of organisational requirements for simple documents and filing conventions
- ✓ application of simple keyboard functions to produce documents with a degree of speed and accuracy relevant to the level of responsibility required.

Assessment conditions

- ✓ Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.
- ✓ Assessment must include direct observation of tasks.
- ✓ Where assessment of competency includes third-party evidence, individuals must provide evidence
- ✓ Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ✓ Main parts of a computer, main types of computers and different operating systems and relevant software ✓ Basic ergonomics of keyboard and computer use ✓ Storage devices and basic categories of memory ✓ General security and computer Viruses 	<ul style="list-style-type: none"> ✓ Technology skills to use equipment safely while under direction, basic keyboard and mouse skills and procedures relating to logging on and accessing a computer ✓ Basic typing techniques and strategies. ✓ Communication skills to identify lines of communication, to request advice, to effectively question, to follow instructions and to receive feedback ✓ Problem-solving skills to solve routine problems in the workplace, while under direct supervision

UNIT TITLE Provide first aid					
DESCRIPTOR	This unit deals with the skills and knowledge required for the provision of essential first aid in recognizing and responding to emergency using basic life support measures. The person providing first aid is not expected to deal with complex casualties or incidents, but to provide an initial response where first aid is required. It is assumed the person providing first aid is working under supervision and/or according to established workplace first aid policies and procedures.				
CODE	SOCCM05V1/21	LEVEL	III	CREDIT	04

ELEMENTS OF COMPETENCIES		PERFORMANCE CRITERIA
1. Assess the situation		1.1. Physical hazards and risks to self and others' health and safety identified 1.2. Immediate risks to self and casualty's health and safety minimized by controlling hazards in accordance with occupational health and safety requirements 1.3. The situation assessed and prompt decision taken on actions required 1.4. Assistance sought from relevant persons/authority, as required and at the appropriate time
2. Apply basic first aid techniques		2.1. Casualty's physical condition assessed by visible vital signs 2.2. First aid provided to stabilise the patient's physical and mental condition in accordance with enterprise policy on provision of first aid and recognised first aid procedures 2.3. Available first aid equipment used as appropriate
3. Monitor the situation		3.1. Back-up services appropriate to the situation identified and notified promptly 3.2. Information about the patient's condition reported accurately and clearly to emergency services personnel or health professionals

4. Use Automated External Defibrillators (AED) in providing first aid	4.1 Familiarize with the use of Automated External 4.2 Defibrillators (AED) 4.3 Apply skills related to proper use of AED 4.4 Apply skills related to the use of AED on children
5. Prepare required documentation	5.1 Documented emergency situations according to enterprise procedures 5.2 Clear and accurate reports are provided within required time frames

RANGE STATEMENT

This unit applies to all tourism and hospitality sectors. The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances. First aid treatment is that defined in Common Law as emergency assistance provided to a second party in the immediate absence of medical or paramedical care.

Established first aid principles include:

- ✓ Checking and maintaining the casualty's airway, breathing and circulation
- ✓ Checking the site for danger to self, casualty and others and minimising the danger.

Physical and personal hazards may include:

- ✓ Workplace hazards such as fire, floods, violent persons
- ✓ Environmental hazards such as electrical faults, chemical spills, fires, slippery surfaces, floods, wild animals, fumes,
- ✓ Proximity of other people
- ✓ Hazards associated with the casualty management processes

Risks may include:

- ✓ Worksite equipment, machinery and substances
- ✓ Bodily fluids
- ✓ Risk of further injury to the casualty
- ✓ Risks associated with the proximity of other workers and bystanders

First aid management will need to account for:

- ✓ Location and nature of the work environment
- ✓ Environmental conditions and situations, such as electricity, biological risks, weather and terrain, motor vehicle accidents,
- ✓ The level of knowledge, skills, training and experience of the person administering first aid
- ✓ Familiarity with particular injuries
- ✓ Legal issues that affect the provision of first aid in different industry sectors
- ✓ The characteristics of the site where the injury occurs
- ✓ The nature of the injury and its cause
- ✓ Infection control procedures
- ✓ Availability of first aid equipment, medications and kits or other suitable alternative aids
- ✓ Proximity and availability of trained paramedical and medical/health professional assistance
- ✓ The patient's cardio-vascular condition as indicated by vital signs such as body temperature, pulse rate and breathing rates
- ✓ Unresolved dangers such as fire, chemical contamination or fume toxicity of the area where the injury occurs

Vital signs include:

- ✓ Breathing
- ✓ Circulation
- ✓ Consciousness.

Injuries may include:

- ✓ Abdominal trauma
- ✓ Allergic reactions
- ✓ Bleeding
- ✓ Chemical contamination
- ✓ Choking
- ✓ Cold injuries
- ✓ Cardio-vascular failure
- ✓ Dislocations and fractures
- ✓ Drowning
- ✓ Poisoning and toxic substances
- ✓ Medical conditions including epilepsy, diabetes, asthma
- ✓ Eye injuries
- ✓ Head injuries
- ✓ Minor skin injuries
- ✓ Neck and spinal injuries
- ✓ Needle stick injuries
- ✓ Puncture wounds and cuts
- ✓ Crush injuries
- ✓ Shock
- ✓ Smoke inhalation
- ✓ Sprains and strains
- ✓ Substance abuse

- ✓ Unconsciousness
- ✓ Infections
- ✓ Inhalation of toxic fumes and airborne dusts
- ✓ Bone and joint injuries
- ✓ Eye injuries
- ✓ Burns and scalds, thermal, chemical, friction and electrical

Injuries may involve:

- ✓ Unconsciousness
- ✓ Confusion
- ✓ Tremors
- ✓ Rigidity
- ✓ Numbness
- ✓ Inability to move body parts
- ✓ Pain
- ✓ Delirium
- ✓ External bleeding
- ✓ Internal bleeding
- ✓ Heat exhaustion
- ✓ Hypothermia
- ✓ Pre-existing illness

Appropriate others from whom assistance may be sought may include:

- ✓ Emergency services personnel
- ✓ Health professionals
- ✓ Colleagues
- ✓ Customers
- ✓ Passers by

Assistance may include, as appropriate to emergency situations:

- ✓ Maintaining site safety and minimizing the risk of further injury or injury to others
- ✓ Making the casualty comfortable and ensuring maximum safety
- ✓ Assessment of injury situations
- ✓ Providing first aid including managing bleeding through the application of tourniquets, pressure and dressings
- ✓ Giving CPR and mouth-to-mouth resuscitation
- ✓ Giving reassurance and comfort
- ✓ Raising the alarm with emergency services or health professionals
- ✓ Removing debris

Tools, equipment and materials required may include:

- ✓ First aid kit
- ✓ Pressure and other bandages
- ✓ Thermometers
- ✓ Eyewash
- ✓ Pocket face masks
- ✓ Rubber gloves
- ✓ Dressings
- ✓ Flags and flares
- ✓ Fire extinguishers
- ✓ Communication equipment such as mobile phones

ASSESSMENT GUIDE

The assessment guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this occupational standard

Forms of assessment

Assessment methods must be chosen to ensure that application of accepted first aid techniques can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- ✓ Practical demonstration of the use of commonly-used equipment and first aid supplies
- ✓ Explanation about management of a variety of common simulated injury situations
- ✓ Questions to test knowledge of injury situations, types of injury and management of injury situations
- ✓ Review of portfolios of evidence and third-party reports of performance of first aid by the candidate

Assessment context

This unit may be assessed in a simulated environment

Critical aspects (for assessment)

Assessment must ensure:

- ✓ Use of real first aid equipment
- ✓ Ability to assess situations requiring first aid and to decide on a plan of action including seeking help
- ✓ Ability to apply established first aid principles including:
 - Checking and maintaining the casualty's airway, breathing and circulation
 - Checking the site for danger to self, casualty and others and minimising the danger

Assessment conditions

Assessment must ensure:

- ✓ Use of real first aid equipment
- ✓ Use of dummies

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none">✓ Basic anatomy and physiology✓ Resuscitation✓ Bleeding control✓ Care of the unconscious✓ Airway management✓ Basic infection control principles and procedures✓ Legal requirements✓ Duty of care✓ Reporting requirements.	<ul style="list-style-type: none">✓ Assertiveness skills✓ Communication skills✓ Decision making✓ Report preparation✓ Provide first aid✓ Provide various types of treatments✓ Demonstrate the four-step process

UNIT TITLE Respond to fire					
DESCRIPTOR	This unit covers the competency required to carry out initial response to suppress a fire. It also includes the ability to identify the nature and classification of the fire, report the fire and carry out evacuation procedures. The unit does not cover the competencies needed to become a professional firefighter and will be covered in other related units in relevant standards				
CODE	SOCCM06V1/21	LEVEL	III	CREDIT	03

ELEMENTS OF COMPETENCIES		PERFORMANCE CRITERIA	
1. Prepare for fire		1.1	Procedures related to a fire emergency are accessed, interpreted and rehearsed
		1.2	Location of firefighting equipment is identified and the equipment is checked in accordance with organizational procedures and referred for maintenance/replacement as required
2. Carry out initial notification and assessment		2.1	Nature and scope of the fire is identified, confirmed and reported to appropriate personnel
		2.2	Fire situation is assessed and appropriate course of action is determined in keeping with requirements for personal safety
		2.3	Notification of fire threat is undertaken in accordance with authorized procedures
		2.4	Emergency evacuation procedures are followed, where appropriate, and in accordance with organizational procedures
3. Extinguish fires		3.1	Fires are extinguished using the appropriate equipment, materials and procedures
		3.2	Extinguisher is applied to ensure fast knockdown of fire
		3.3	Extinguisher is used at the appropriate range and time
		3.4	Extinguisher is used to minimize damage to equipment and facilities and to minimize risk of injury to personnel

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.

Firefighting equipment may include,

- ✓ Extinguishers
- ✓ Fire blankets
- ✓ Fire hose reels
- ✓ Fire hydrants
- ✓ Firefighting vehicles
- ✓ PPE

Tools, equipment and materials required may include:

All relevant equipment to develop the competency of providing fires skills relevant

ASSESSMENT GUIDE

The assessment guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this occupational standard

Forms of assessment

- ✓ This unit may be assessed in a simulated environment

Critical aspects (for assessment)

Assessment must ensure

- ✓ Use of real fire related equipment
- ✓ Ability to assess situations requiring responding to fire and to decide on a plan of action including seeking help

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ✓ Composition of teams, and roles and responsibility of team members ✓ Fire alarm systems ✓ Local area emergency procedures ✓ Principles of teamwork, team aims and objectives ✓ Site emergency plan ✓ Techniques for supporting others/team members ✓ Types, operations and application of firefighting equipment including extinguishers, hose reels and, where appropriate, monitors ✓ verbal and non-verbal communication techniques including language, language style 	<ul style="list-style-type: none"> ✓ Access, read and interpret local emergency procedures ✓ Apply evacuation procedures ✓ Assess fire situation and notify authorities ✓ Carry out periodic checks on firefighting equipment ✓ Identify emergency alarms and match with response requirement ✓ Identify, select and use firefighting equipment ✓ Participate in a team ✓ Use a variety of verbal and non-verbal communication techniques

UNIT TITLE Apply Sustainable Waste Management Practices					
DESCRIPTOR	This unit of competency specifies the outcomes required to analyse and deduce the environmental best practices in relation to the waste management.				
CODE	SOCS02CR07V1/21	LEVEL	III	CREDIT	05

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Apply knowledge on current waste management practices	1.1 Environmental regulations applying to waste management. 1.2 Develop knowledge related to current waste management practices 1.3 Existing work practices are analysed to assist in identifying challenges in managing waste
2. Apply best practices related to waste management	2.1 Develop knowledge on the proper waste management processes and protocols 2.2 Apply knowledge and skills related best practices related to waste management
3. Implement performance improvement strategies.	3.1 Techniques and tools are sourced to assist in achieving efficiency targets. 3.2 Alternative solutions to workplace environmental issues are evaluated and applied. 3.3 Continuous improvement strategies are applied to own area of responsibility, and ideas and possible solutions are communicated to work group and management. 3.4 Environmental and resource efficiency improvement plans for own work group are integrated into other operational activities and are implemented. 3.5 Recommendations for environment and resource efficiency management are sought from stakeholders and acted upon according to organisational policies and procedures. 3.6 Costing strategies are implemented to fully value environmental assets.

RANGE STATEMENT

Types of emergencies in waste management and associated response procedures:

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Resource use must include review of at least two of the following:

- ✓ chemicals
- ✓ consumables
- ✓ electricity usage rates
- ✓ gas usage rates
- ✓ water usage rates.

Environmental and resource efficiency improvement plans must include at least two of the following:

- ✓ determining organisation's most suitable waste treatment, including waste to landfill, recycling, re-use and wastewater treatment
- ✓ initiating and maintaining organisational procedures for operational energy consumption, including for stationary and non-stationary (transport) energy
- ✓ sustainability initiatives, action plans, surveys and audits.

Recommendations must include strategies that result in at least two of the following outcomes:

- ✓ elimination of hazardous and toxic materials
- ✓ improved energy efficiency
- ✓ improved opportunities to re-use and recycle materials
- ✓ increased use of renewable resources, including solar or other alternative forms of energy
- ✓ plans to offset or mitigate environmental impacts
- ✓ reduced greenhouse gas emissions
- ✓ reduced reliance on non-renewable resources.

Tools, equipment and materials required may include:

- ✓ computer with internet access to retrieve and send company documentation

ASSESSMENT GUIDE

The assessment guide provides advice on assessment and must be read in conjunction with performance criteria, required knowledge and skills, range statement and the assessment guidelines for this occupational standard

Forms of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- ✓ direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate
- ✓ demonstration of techniques

Critical aspects (for assessment)

- ✓ It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

Assessment conditions

Assessment must also ensure access to:

- ✓ Assessment must be conducted in the workplace or in a simulated workplace environment using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ✓ Laws, by-laws, regulations and codes of practice relating to environmental sustainability and resource efficiency improvement ✓ Types, limitations and uses of environmental and resource efficiency improvement plans, including: ✓ Environmental and resource sustainability initiatives, action plans, surveys and audits ✓ Applying waste management hierarchy in the workplace ✓ Determining organisation's most suitable waste treatment, including waste to landfill, recycling, re-use and wastewater treatment ✓ Identifying key environmental concepts in relation to sustainable waste management ✓ Initiating and maintaining organizational procedures for operational energy consumption, including stationary and non-stationary (transport) energy 	<ul style="list-style-type: none"> ✓ Relate to sustainability improvements in the use of the following resources: <ul style="list-style-type: none"> ○ Consumables ○ Electricity ○ Gas ○ Water ✓ Specify: <ul style="list-style-type: none"> ○ Current usage rates measured in quantities and cost ○ Targeted usage rates and how these targets will enhance organisation's commitment to sustainability ○ Methods for implementing each strategy ○ Processes for documenting and monitoring strategy implementation.

UNIT TITLE Identify and respond to hazards and emergencies in waste management					
DESCRIPTOR	This unit specifies the skills and knowledge required to identify, control and report hazards and risks, and recognise and respond to emergencies at a waste management site ensuring compliance with legal responsibilities. It includes implementing and monitoring emergency response procedures involving evacuation, isolation and containment, and communicating with others to convey emergency information, and to receive and follow instructions to assist the response.				
CODE	SOCS02CR08V1/21	LEVEL	III	CREDIT	05

ELEMENTS OF COMPETENCIES		PERFORMANCE CRITERIA			
1. Prepare to work safely in waste management.		1.1.	Review workplace policies and procedures to understand and comply with work health and safety (WHS) requirements.		
		1.2.	Review emergency procedures and site management plan to locate alarms, and emergency and communications equipment.		
2. Identify and control hazards and risks.		2.1	Select, check and use required personal protective equipment.		
		2.2	Identify, record and report hazards and risks present in the workplace according to WHS requirements.		
		2.3	Implement controls to mitigate identified hazards and risks following workplace policies and procedures and safety data sheets.		
		2.4	Consult with relevant persons to discuss identified hazards and risks and safe work practices to mitigate risks.		
3. Recognise and respond to emergency.		1.1.	Recognise emergency in waste management operations.		
		1.2.	Assess nature and severity of emergency and waste types involved and promptly report to relevant persons.		
		1.3.	Implement emergency response procedures to contain and isolate emergency and minimise danger to people, property and the environment according to WHS requirements.		
		1.4.	Monitor and continuously assess risk from emergency and modify controls to respond to changing circumstances.		
		1.5.	Communicate with relevant persons to convey emergency information and receive and follow instructions to assist emergency response.		
		1.6.	Comply with workplace policies and procedures to protect organisational interests associated with emergency.		
4. Finalize emergency response.		2.1.	Support emergency site clean-up to remove waste, contamination, equipment and hazards		
		2.2.	Clean, check and store PPE and report damaged or faulty equipment.		
		2.3.	Document full details of emergency and response according to workplace requirements.		
		2.4.	Participate in review of emergency according to workplace requirements.		

RANGE STATEMENT

Types of emergencies in waste management and associated response procedures:

- ✓ chemical reaction
- ✓ contamination
- ✓ fire
- ✓ gas leak
- ✓ medical waste
- ✓ spillage of solvents and liquid waste

Tools, equipment and materials required may include:

- ✓ Tools and equipment required for the effectively delivery of the module may include collection of the following.
 - Different chemicals
 - Contamination specimens
 - Different types of gas
 - Different medical waste
 - Different solvents
 - Different liquid waste

ASSESSMENT GUIDE

The assessment guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this occupational standard

Forms of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- ✓ direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate
- ✓ demonstration of techniques

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

Assessment Conditions

Assessment must also ensure access to:

- ✓ Assessment must be conducted in the workplace or in a simulated workplace environment using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ✓ Regulatory requirements applicable to identifying hazards and responding to emergencies in waste management: ✓ Classifications of dangerous goods and hazardous substances ✓ Duty of care ✓ Incident notification ✓ Licensing ✓ Recordkeeping ✓ Procedures for communicating with emergency services personnel during emergency response ✓ Spillage of solvents and liquid waste ✓ Typical hazards in a waste management workplace and the harm they may cause to people, property and the environment ✓ Waste types, including dangerous goods and hazardous materials ✓ Workplace policies and procedures for ✓ Documentation and reporting including hazard and incident notification ✓ Emergency containment and isolation ✓ Evacuation ✓ Hazard identification and control using the hierarchy of control ✓ Injury, dangerous occurrence and incident response and reporting ✓ Plant and equipment shutdown and isolation ✓ Personal protective equipment ✓ Risk assessment and management: 	<ul style="list-style-type: none"> ✓ Types of emergencies in waste management and associated response procedures: ✓ Chemical reaction ✓ Contamination ✓ Fire ✓ Gas leak ✓ Medical waste ✓ Spillage of solvents and liquid waste ✓ Processes for conducting risk assessment ✓ Hazard identification by job, analysis and work site inspections ✓ Recording hazards and risk assessments ✓ Signaling techniques ✓ Confidence to handle stressful situations

UNIT TITLE Apply workshop practice					
DESCRIPTOR	Students commencing a career in need to develop a good basic knowledge of mechanical fittings practices prior to proceeding to the development of welding knowledge and skills				
CODE	SOCS02CR09V1/21	LEVEL	III	CREDIT	05

ELEMENTS OF COMPETENCIES		PERFORMANCE CRITERIA
1. Identify and explain functions tools used in workshop		1.1 Sketch and name tools used in the workshop 1.2 Explain functions of the identified tools and scope of their use
2. Identify and explain properties of various metals and their applications		2.1 Identify various metals used in welding 2.2 Undertake tests on identifying the metal 2.3 Interpret functions and properties of various metals 2.4 Explain welding techniques that may be used on different metals 2.5 Explain application of metals
3. Use measuring instruments properly		3.1 Identify names and functions of various measuring instruments used in welding workshop 3.2 Demonstrate use of various measuring instruments
4. Apply general and electrical safety related to welding		4.1 Apply general and electrical safety related to welding 4.2 Observe safe connection of welding plants to electrical networks
5. Perform basic workshop practices		5.1 Undertake marking out on metals 5.2 Perform metal cutting using hack-saw 5.3 Perform drilling holes on metal pieces 5.4 Perform filing on metal pieces
6. Perform Manual Arc Welding		6.1 Material selected for welding 6.2 Suitable welding electrodes selected as required for the job 6.3 Welding current, polarity selected, according to material, type of joint, position and welding electrode 6.4 Arc strike and necessary adjustments made to suit the job 6.5 Metal plates welded by manipulating the electrode holder keeping correct arc gap, travel speed and angle 6.6 Weld, chipped and ground as necessary 6.7 Adequate runs of weld performed, to build up the required thickness of the bead
7. Cut steel plates/bars/angles/ pipes by oxy acetylene / oxy fuel flame, manually		7.1 Material selected and cleaned as required for the job 7.2 Measurements marked accurately on selected material, according to drawings 7.3 Cutting torch ignited, and flame adjusted for cutting 7.4 Steel cut by manipulating the cutting torch with correct gap, travel speed and angle

	7.5 Cut surface checked for evenness and required dimensions
8. Cut PVC and Regi form products into manageable pieces	8.1 Identify PVC and Regi form products 8.2 Identify resale and reuse of PVC and Regi form waste 8.3 Apply safe cutting skills on reducing bulky PVC and Regi form items into manageable pieces

RANGE STATEMENT

Work connected to this unit shall take place at a mechanical workshop with welding equipment installed.

Tools, equipment and materials required may include:

- ✓ Basic Workshop Tools
- ✓ Basic Measuring Instruments
- ✓ Electrical connection to welding equipment
- ✓ Electrically operated arc welding equipment
- ✓ Oxy-acetylene Sets with all accessories for cutting
- ✓ Craft making tool sets
- ✓ Strapping tools and materials

ASSESSMENT GUIDE

Forms of assessment

Continuous/holistic assessment is suitable to assess the competencies of a welder with regard to this unit.

Critical aspects (for assessment)

The assessment must confirm that the candidate is able to:

- ✓ Identify basic workshop tools
- ✓ Undertake basic workshop practices such as cutting, filing, hack sawing
- ✓ Perform electrical safety related to welding
- ✓ Identify metals and their applications,

Assessment conditions

The candidate will have access to

- ✓ All tools, equipment, material, blue prints, sketches, workshop drawings and other documentation required.
- ✓ The candidate will have access to all welding tools and equipment including welding accessories

The candidate will be required to:

- ✓ Orally, or by other methods of communication, answer questions asked by the assessor.
- ✓ Identify superiors who can be approached for the collection of competency evidence, where appropriate.
- ✓ Present evidence of credit for any off-job training related to this unit.

Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, and that he/she possess the required underpinning knowledge.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none">✓ Basic workshop tools✓ Basic measuring instruments✓ Basic electrical safety✓ Metals and their applications in engineering	<ul style="list-style-type: none">✓ Proper use of tools✓ Perform workshop practices✓ Wear safety equipment✓ Undertake electrical connection of welding plant with supervision.

UNIT TITLE Apply waste reduction using waste segregation and auditing					
DESCRIPTOR	This unit specifies the skills and knowledge required to identify waste types and segregate according to waste pathways. It includes inspecting waste to identify and segregate waste types and managing hazardous and non-conforming wastes. It also includes monitoring waste storage containers or areas to ensure adequate available storage capacity, secure waste containment and quality control. Moreover, monitoring waste receipt, organising equipment, loading and unloading methods suitable for waste types and site conditions and performing operational checks, start-up, park and shut-down procedures.				
CODE	SOCS02CR10V1/21	Level	III	Credit	05

ELEMENTS OF COMPETENCIES		PERFORMANCE CRITERIA			
1. Undertake waste management audits for waste reduction purposes		1.1	Develop knowledge and skills on conducting waste management audits		
		1.2	Perform waste management audits		
		1.3	Analyse and report ways to reduce waste		
2. Prepare to identify and segregate waste.		2.1	Identify and obtain plant and equipment required for waste segregation and check to confirm they are fit for purpose.		
		2.2	Set up segregation containers or areas and check to confirm suitability and capacity to meet segregation requirements.		
		2.3	Select, check and use personal protective equipment appropriate for work activities		
		2.4	Develop knowledge and skills related to identifying waste and recyclable materials.		
		2.5	Develop knowledge and skills related safe handling of chemicals		
3. Segregate waste		4.1	Segregate waste according to waste types and workplace requirements.		
		4.2	Manage hazardous and non-hazardous waste following workplace procedures and SDS.		
		4.3	Place segregated waste into fit-for-purpose containers or areas.		
		4.4	Monitor waste containment to ensure adequate available storage.		
		4.5	Label segregated waste following workplace procedures.		
		4.6	Inspect segregated waste to confirm compliance with quality requirements and report identified problems.		
4. Sort and deliver recyclable materials.		5.1	Recyclable materials are identified, separated and sorted according to work order, and OHS and company requirements.		
		5.2	Recyclable materials are moved safely and according to work orders to recycling collection units used for each type of material.		
		5.3	Recycling containers and surrounds are spot cleaned according to work order, and OHS and company requirements.		
		5.4	Recycling containers are checked and		

	<p>replaced in designated locations, with signage indicating use.</p> <p>5.5 Records of recyclable materials that have been sorted and transferred are made according to work orders.</p>
5. Clean and safety check equipment, and store equipment and chemicals.	<p>6.1 Cleaning techniques are used to clean equipment and PPE according to manufacturer specifications and OHS, company and environmental requirements.</p> <p>6.2 Equipment and PPE are safety checked according to manufacturer specifications and OHS requirements, and required maintenance is recorded according to company requirements.</p> <p>6.3 Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and OHS and company requirements.</p> <p>6.4 Chemicals are stored according to manufacturer specifications, and OHS and company requirements.</p>

RANGE STATEMENT

Identifying two waste types from the list below:

- ✓ construction waste
- ✓ hazardous materials
- ✓ liquids
- ✓ medical
- ✓ organics
- ✓ plastics
- ✓ recyclables.

Chemicals may include:

- ✓ acid cleaners
- ✓ alkaline cleaners
- ✓ low environmental-impact chemicals
- ✓ neutral cleaners
- ✓ solvent cleaners.

Cleaning techniques may include:

- ✓ garbage bags
- ✓ sharps containers
- ✓ trolleys
- ✓ wheelie bins.

Waste carriers may include:

- ✓ garbage bags
- ✓ sharps containers
- ✓ trolleys
- ✓ wheelie bins.

Physical properties of waste:

- ✓ density
- ✓ quality
- ✓ shape
- ✓ size
- ✓ volume
- ✓ weight

Environmental requirements may include:

- ✓ clean-up, containment and isolation
- ✓ company policies and guidelines
- ✓ emergency chemical spill control measures
- ✓ environmental protection agency and requirements of government departments, such as:
- ✓ agriculture
- ✓ emergency services
- ✓ hazardous materials handling
- ✓ local government regulations and by-laws
- ✓ low-energy cleaning methods
- ✓ low environmental-impact chemicals
- ✓ low-moisture cleaning methods
- ✓ low water-use equipment and water-efficient cleaning methods
- ✓ non-chemical cleaning methods.

Tools, equipment and materials required may include:

Recyclable materials will be determined by company policy and client requirements and may include:

- ✓ packaging materials
- ✓ paper
- ✓ cardboard
- ✓ food stuffs
- ✓ plastics
- ✓ glass
- ✓ metals, such as aluminium
- ✓ other items that are designated for re-use, such as toner cartridges.

Personal protective equipment may include:

- ✓ ear muffs and plugs
- ✓ gloves, such as non-permeable
- ✓ goggles
- ✓ high-visibility vests and clothing
- ✓ overalls and other protective clothing
- ✓ respirators
- ✓ safety glasses
- ✓ safety shoes
- ✓ splash-proof face masks
- ✓ sun protection
- ✓ tongs
- ✓ ultraviolet protection
- ✓ wet-work clothing.

Equipment may include:

- ✓ bin liners
- ✓ cleaning cloths
- ✓ damp wiping kits
- ✓ long-handled dustpans and brooms
- ✓ nylon pads
- ✓ pick-up trolleys
- ✓ scrubbing brushes
- ✓ spray bottles
- ✓ wheelie bins (mobile garbage bins).

ASSESSMENT GUIDE

Forms of assessment

- ✓ 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.
- ✓ direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate
- ✓ demonstration of techniques
- ✓ oral or written questioning to assess knowledge of computer operations and functions
- ✓ review of shortcuts created
- ✓ review of folders/subfolders created.

Critical aspects (for assessment)

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:

- ✓ identify hazards and risks associated with handling waste
- ✓ identify waste types
- ✓ comply with company and legislative requirements
- ✓ use safe and efficient cleaning methods
- ✓ use safe and efficient waste removal methods
- ✓ select cleaning equipment and chemicals
- ✓ achieve outcomes in relation to client work order and company requirements.

Assessment Conditions

- ✓ Assessment must be conducted in the workplace or in a simulated workplace using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.
- ✓ Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- ✓ Candidates must have access to workplace policies and procedures, job schedules, documentation, waste, plant and equipment required to achieve the performance evidence.
- ✓ Assessment must reflect both events and processes over a period of time.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ✓ Legislative and procedural requirements applicable to receiving, transferring and dispatching waste and relevant to the workplace: ✓ Relevant regulations in the Maldives including work health and safety (WHS) ✓ Chain of responsibility requirements ✓ Environmental protection ✓ Environmental protection ✓ Pre-operational checks, start-up and shutdown procedures for plant and equipment used to receive, transfer and dispatch waste ✓ Signage and transport requirements for regulated or prescribed waste ✓ Legislative and procedural requirements applicable to waste identification and segregation and relevant to the workplace: ✓ Classifications of dangerous goods and hazardous substances ✓ Environmental protection ✓ Methods for checking suitability and capacity of waste containers and storage areas for segregated waste ✓ Legislative and procedural requirements applicable to waste identification and segregation and relevant to the workplace: ✓ Classifications of dangerous goods and hazardous substances ✓ Environmental protection ✓ Methods for checking suitability and capacity of waste containers and storage areas for segregated waste ✓ Cleaning chemicals and equipment for required cleaning 	<ul style="list-style-type: none"> ✓ Methods for checking the integrity of waste containment ✓ Signaling techniques and communication processes required to maintain safety while operating load-shifting equipment. ✓ Methods for sampling waste loads ✓ Typical hazards encountered when using load-shifting equipment to load, move and unload waste, including hazardous substances and dangerous goods ✓ Identifying and segregating waste on two separate occasions ✓ On each occasion, identifying two waste types from the list below: <ul style="list-style-type: none"> ○ Construction waste ○ Hazardous materials ○ Liquids ○ Medical ○ Organics ○ Plastics ○ Recyclables. ✓ Methods for checking suitability and capacity of waste containers and storage areas for segregated waste ✓ Read and interpret directions and safety instructions, including: <ul style="list-style-type: none"> ○ Chemical labels ○ Equipment manuals ○ Material safety data sheets (MSDS) ○ Work orders ✓ Request advice or further information ✓ Seek and receive feedback ✓ Source, organize and record information ✓ Customer service skills to: <ul style="list-style-type: none"> ○ Establish rapport with clients ○ Gain clients' trust ○ Identify client expectations

UNIT TITLE Identify and prepare items for reuse and resale					
DESCRIPTOR	Purpose of this competency unit is to develop knowledge and skills among the participants on the scope of reuse and resale opportunities of different waste items being collected across the waste management centers.				
CODE	SOCS02CR11V1/21	Level	III	Credit	04

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Identify materials or products for repair, reuse, recycle and upcycle purposes	1.1 Apply knowledge on the various types of waste items being collected 1.2 Identify waste products that can be repaired reused, recycled and upcycled 1.3 Develop knowledge and skills related to refurbishment of different waste products
2. Application of different waste materials	2.1 Explain life cycle of different waste materials and products 2.2 Develop knowledge and skills related to application of waste products and materials within domestic or commercial markets 2.3 Identify exhaustive list of application of waste products and materials
3. Prepare and sell waste products	3.1 Identify waste products and their market values 3.2 Plan and prepare transportation of waste items for sale. 3.3 Prepare waste items for maximized market value 3.4 Assess and evaluate customer feedback on the delivered waste products and materials.

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.

Other equipment/machine used for processing recyclable waste:

- ✓ Compost making machine
- ✓ Glass processing machines
- ✓ Plastic processing machine
- ✓ Carpentry/wood processing machines
- ✓ Waste volume reducing machines

Tools, equipment and materials required may include:

- ✓ Compost making machine
- ✓ Hand Tools
- ✓ Electrical tools

ASSESSMENT GUIDE

Forms of assessment

- ✓ Assessment for the unit needs to be holistic and observed during assessment of other units of competency which forms the qualification.
- ✓ Any written or oral examinations may include questions related to operating compost processing plant, machinery and equipment to prepare raw materials to produce compost products.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

Assessment conditions

- ✓ Assessment must be conducted in the workplace or in a simulated workplace using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.
- ✓ Candidates must have access to workplace policies and procedures, job schedules, documentation, waste, plant and equipment required to achieve the performance evidence.
- ✓ Assessment must reflect both events and processes over a period of time.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none">✓ Identify waste products✓ Market value of different waste products✓ Application and use of waste products✓ Preparation techniques of waste products for maximum market value✓ Knowledge on the techniques of resale or reuse procedures for maximizing benefits✓ Ways to assess and evaluate products developed from waste.✓ Enterprise guidelines associated with operation	<ul style="list-style-type: none">✓ Determine appropriate operating methods✓ Identify different types of waste✓ Identify price and values of different waste products in the market✓ Prepare products for maximum earning✓ Develop or package products for easy sale in the market.✓ Assess and evaluate performance of products in the market

UNIT TITLE Operate & maintain machinery and equipment					
DESCRIPTOR	This unit of competency describes the skills and knowledge required to operate processing plant, machinery and equipment to prepare raw materials to produce products.				
CODE	SOCS02CR12V1/21	Level	III	Credit	05

ELEMENTS OF COMPETENCIES		PERFORMANCE CRITERIA			
1. Organise plant, machinery and equipment operations		1.1	Review job sheet or work order to identify operating requirements		
		1.2	Organise equipment, materials and personnel requirements		
		1.3	Select, use, maintain and store personal protective equipment (PPE)		
2. Prepare plant, machinery and equipment for use		2.1	Check service log to ensure service requirements have been maintained		
		2.2	Check communication equipment, safety devices, lighting and alarm systems for correct operation		
		2.3	Carry out routine pre-operational checks		
		2.4	Check and calibrate operational systems for correct operation		
		2.5	Identify and safety tag faulty plant, machinery or equipment safety		
		2.6	Identify and risk assess hazards associated with plant, machinery and equipment operation		
3. Start and operate plant, machinery and equipment		3.1	Check operational area and inform personnel of start of operation		
		3.2	Operate plant, machinery and equipment in a safe and controlled manner		
		3.3	Monitor input materials and identify non-conformances		
		3.4	Monitor processing outputs and adjust plant operation to meet job specifications		
		3.5	Identify, rectify and report out-of-specification product or process outcomes to maintain the process within specification		
4. Shut down plant, machinery and equipment		4.1	Shut down plant, machinery and equipment		
		4.2	Remove debris and contaminants from plant, machinery and equipment to ensure safe and efficient operation		
		4.3	Clean, secure and store plant, machinery and equipment		
		4.4	Tag or lock unsafe plant, machinery or equipment		
5. Maintain records		5.1	Maintain plant, machinery and equipment operational records		
		5.2	Record maintenance, damage, malfunctions or irregular performance, and unsafe plant, machinery or equipment		

<p>6. Conduct minor maintenance and repairs on waste processing plant & equipment</p>	<p>6.5 Housekeeping is conducted to ensure cleanliness of plant.</p> <p>6.6 Routine maintenance is conducted safely and efficiently according to manufacturer specifications and organisational requirements.</p> <p>6.7 Tools for maintenance and repairs are selected and used according to manufacturer specifications.</p> <p>6.8 Visual and operational checks are performed on waste processing plant, emergency and personal protective equipment (PPE) and materials to determine level of operational functioning.</p> <p>6.9 Minor components and accessories are adjusted and replaced according to manufacturer specifications and organisational requirements.</p> <p>6.10 Worn parts are identified, changed or reported to relevant personnel according to organisational requirements.</p> <p>6.11 Major faults and defects are identified and scheduled for repair according to organisational requirements.</p> <p>6.12 Record of housekeeping, maintenance and repairs is maintained according to manufacturer specifications and organisational requirements.</p> <p>6.13 Major faults and defects are reported and documentation is maintained according to manufacturer specifications and organisational requirements.</p>
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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.

Other equipment/machine used for processing recyclable waste:

- ✓ Compost making machine
- ✓ Glass processing machines
- ✓ Plastic processing machine
- ✓ Carpentry/wood processing machines
- ✓ Waste volume reducing machines

Tools, equipment and materials required may include:

- ✓ Compost making machine
- ✓ Hand Tools
- ✓ Electrical tools

ASSESSMENT GUIDE

Forms of assessment

- ✓ Assessment for the unit needs to be holistic and observed during assessment of other units of competency which forms the qualification.
- ✓ Any written or oral examinations may include questions related to operating compost processing plant, machinery and equipment to prepare raw materials to produce compost products.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

Assessment conditions

- ✓ Assessment must be conducted in the workplace or in a simulated workplace using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.
- ✓ Candidates must have access to workplace policies and procedures, job schedules, documentation, waste, plant and equipment required to achieve the performance evidence.
- ✓ Assessment must reflect both events and processes over a period of time.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ✓ Principles and practices for operating compost processing plant ✓ Enterprise guidelines associated with operation of plant, machinery and equipment ✓ Environmental licenses, impacts and procedures identification of contaminants ✓ Legislation, regulations and codes of practice with regard to operator licensing, roads and traffic requirements ✓ Legislation, regulations and codes of practice with regard to workplace health and safety and the use and control of hazardous substances, such as fuel and recipe inputs ✓ Lock-out and tag-out procedures for plant, machinery and equipment ✓ Manufacturer specifications for servicing of plant, machinery and equipment ✓ Operating principles and operating methods for plant, machinery and equipment ✓ Potential risks and hazards associated with operation of plant, machinery and equipment ✓ Principles of weight distribution with regard to load-shifting and machinery movement ✓ Procedures for cleaning, securing and storing machinery, equipment and materials ✓ Product types and characteristics ✓ Raw material types and characteristics 	<ul style="list-style-type: none"> ✓ determine appropriate operating methods ✓ implement work and equipment maintenance plans ✓ monitor input materials and report non-conformances ✓ monitor outputs and report out-of-specification product ✓ perform shutdown procedures and maintain records ✓ select and use a range of compost processing plant, machinery and equipment

UNIT TITLE Prepare value added products using organic waste					
DESCRIPTOR	This unit of competency describes the skills and knowledge required to process waste in order to produce value added products using organic waste such as food and garden waste. It applies to individuals who take responsibility for their own work and for the quality of the work of others.				
CODE	SOCS02CR13V1/21	Level	III	Credit	06

ELEMENTS OF COMPETENCIES		PERFORMANCE CRITERIA	
1. Organise for value-added product preparation		1.1	Review job sheet or work order to identify product requirements
		1.2	Organise equipment required for product preparation
		1.3	Identify workplace hazards and environmental implications and assess and manage risk
2. Prepare value-added products using organic waste		2.1	Confirm compost and product additives according to job specifications
		2.2	Measure and transport compost and additives to preparation area
		2.3	Monitor and check compost and additives against specifications, and identify and report variations or non-conformances
		2.4	Blend and process compost, materials and other additives
		2.5	Clean machinery, equipment and site to avoid contamination between batches according to workplace procedures
3. Conduct quality inspection and readiness for sale		3.1	Inspect and check product for compliance with job sheet and product requirements
		3.2	Document product details accurately and promptly
		3.3	Transport product to holding bay and confirm quantity of product
		3.4	Label product according to regulatory and customer requirements
		3.5	Release product for dispatch

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.

Tools, equipment and materials required may include:

- ✓ Collection of Tins
- ✓ Collection of Hand Tools
- ✓ Electrical tools

ASSESSMENT GUIDE

Forms of assessment

- ✓ Assessment for the unit needs to be holistic and observed during assessment of other units of competency which forms the qualification.
- ✓ Any written or oral examinations may include questions related to preparing or blending compost with products to produce various value-added compost-based products.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

Assessment conditions

- ✓ Assessment must be conducted in the workplace or in a simulated workplace using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.
- ✓ Candidates must have access to workplace policies and procedures, job schedules, documentation, waste, plant and equipment required to achieve the performance evidence.
- ✓ Assessment must reflect both events and processes over a period of time.
- ✓ Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ✓ Enterprise product specifications and standards ✓ Environmental license requirements, aspects and management measures associated with operation of machinery and equipment ✓ Hazards in handling materials and additives and appropriate risk control measures ✓ Identification of contaminants ✓ Legislation, regulations and codes of practice with regard to licensing, roads and traffic requirements ✓ Legislation, regulations and codes of practice with regard to workplace health and safety and use and control of hazardous substances ✓ Operating principles and methods for plant and machinery ✓ Potential risks and hazards associated with operation of machinery and equipment ✓ Procedures for cleaning, securing and storing machinery, equipment and materials ✓ Product types and characteristics ✓ Raw materials, compost and additives commonly used to manufacture value-added products ✓ Value-added product types and characteristics 	<ul style="list-style-type: none"> ✓ Identify value-added product requirements ✓ Interpret batch sheets and follow enterprise production procedures ✓ Prepare batches of value-added product according to defined batch recipes and methods ✓ Recognize value-added products and their characteristics ✓ Recognize, quantify and handle products

UNIT TITLE Prepare value added products using recyclable waste					
DESCRIPTOR	This unit of competency describes the skills and knowledge required to process waste in order to produce value added products using recyclable waste such as paper, glass, plastic, metals and wood. It applies to individuals who take responsibility for their own work and for the quality of the work of others.				
CODE	SOCS02CR14V1/21	Level	III	Credit	06

ELEMENTS OF COMPETENCIES		PERFORMANCE CRITERIA	
1. Organise for value-added product preparation		1.1	Review job sheet or work order to identify product requirements
		1.2	Organise equipment required for product preparation
		1.3	Identify workplace hazards and environmental implications and assess and manage risk
2. Prepare value-added products using recyclable waste		2.1	Prepare value added products using metal
		2.2	Prepare value added products using paper
		2.3	Prepare value added products using glass
		2.4	Prepare value added products using wood
		2.5	Prepare value added products using plastic
		2.6	Prepare value added products using textile or fabric waste
		2.7	Clean machinery and site to avoid contamination between batches
3. Conduct quality inspection and readiness for sale		3.1	Inspect and check product for compliance with job sheet and product requirements
		3.2	Document product details accurately and promptly
		3.3	Transport product to holding bay and confirm quantity of product
		3.4	Label product according to regulatory and customer requirements
		3.5	Release product for dispatch

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.

Tools, equipment and materials required may include:

- ✓ Iron
- ✓ Steel
- ✓ SS
- ✓ Aluminum

ASSESSMENT GUIDE

Forms of assessment

- ✓ Assessment for the unit needs to be holistic and observed during assessment of other units of competency which forms the qualification.
- ✓ Any written or oral examinations may include questions related to preparing or bending plastics& steels to produce various value-added products.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

Assessment conditions

- ✓ Assessment must be conducted in the workplace or in a simulated workplace using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.
- ✓ Candidates must have access to workplace policies and procedures, job schedules, documentation, waste, plant and equipment required to achieve the performance evidence.
- ✓ Assessment must reflect both events and processes over a period of time.
- ✓ Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none">✓ Enterprise product specifications and standards✓ Environmental license requirements, aspects and management measures associated with operation of machinery and equipment✓ Hazards in handling materials and additives and appropriate risk control measures✓ Identification of contaminants✓ Legislation, regulations and codes of practice with regard to licensing, roads and traffic requirements✓ Legislation, regulations and codes of practice with regard to workplace health and safety and use and control of hazardous substances✓ Operating principles and methods for plant and machinery✓ Potential risks and hazards associated with operation of machinery and equipment✓ Procedures for cleaning, securing and storing machinery, equipment and materials✓ Product types and characteristics✓ Raw materials, plastics and additives commonly used to manufacture value-added products✓ Value-added product types and characteristics	<ul style="list-style-type: none">✓ Identify value-added product requirements✓ Interpret batch sheets and follow enterprise production procedures✓ Prepare batches of value-added product according to defined batch recipes and methods✓ Recognize value-added products and their characteristics✓ Recognize, quantify and handle products

UNIT TITLE Maintain waste management site					
DESCRIPTOR	This unit specifies the skills and knowledge required to maintain waste management sites including storage areas and control stock movement to support the provision of waste management services. It includes monitoring and controlling the security, labelling, movement and storage of equipment and consumables in compliance with workplace and regulatory requirements and responding to emergencies in the storage area.				
CODE	SOCS02CR15V1/21	Level	III	Credit	03

ELEMENTS OF COMPETENCIES		PERFORMANCE CRITERIA
1. Confirm compliance requirements for waste management sites		1.1 Review workplace policies and procedures and regulatory requirements for maintaining waste management sites including equipment and consumables and apply to work activities. 1.2 Identify workplace inventory and stock control equipment, software and systems and confirm procedures for identifying and reporting discrepancies or variances. 1.3 Secure storage area from unauthorized access in accordance with regulatory and workplace requirements.
2. Store waste management equipment and consumables.		2.1 Identify hazards and risks associated with equipment and consumables in storage area and implement required controls according to workplace work health and safety requirements. 2.2 Clean waste management equipment and store in manner that facilitates accessibility. 2.3 Keep storage area clear and free from obstacles according to workplace requirements. 2.4 Display storage area signage according to workplace and regulatory requirements. 2.5 Maintain storage area records according to workplace and regulatory requirements.
3. Monitor and maintain overall site, machineries, waste products and stocks of consumables		3.1 Monitor and manage waste management sites 3.2 Review usage patterns to identify minimum and maximum stock-holding levels of consumables. 3.3 Store products made in secure settings 3.4 Store fuels and chemicals in secure locations according to workplace and regulatory requirements.

	<p>3.5 Prepare accurate and legible labels with essential safety information for consumable containers according to workplace and regulatory requirements.</p> <p>3.6 Regularly check stock holding levels and reorder stock to maintain required levels.</p> <p>3.7 Dispose of obsolete stock according to workplace and regulatory requirements.</p> <p>3.8 Systematically complete stock control records and chemical register or manifest according to workplace and regulatory requirements.</p>
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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.

Identifying appropriate storage conditions for eight types of equipment from the list below:

- ✓ compactor
- ✓ consumable container
- ✓ conveyor
- ✓ generator
- ✓ lifting and load-shifting equipment
- ✓ personal protective equipment (PPE)
- ✓ sorting table
- ✓ spill kit
- ✓ tools
- ✓ trailer
- ✓ trolley
- ✓ vacuum

Storing two of the following fuels and chemicals in approved locations to meet regulatory requirements:

- ✓ diesel
- ✓ gas cylinder
- ✓ oil
- ✓ fertilizer
- ✓ controlling stock levels of consumables used in the workplace and producing one inventory report for a defined period.

Tools, equipment and materials required may include:

- ✓ Cleaning equipment
- ✓ Sorting equipment

ASSESSMENT GUIDE

Forms of assessment

- ✓ Assessment for the unit needs to be holistic and observed during assessment of other units of competency which forms the qualification.
- ✓ Any written or oral examinations may include questions related to maintaining storage areas and control stock movement to support the provision of waste management services.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

Assessment conditions

- ✓ Assessment must be conducted in the workplace or in a simulated workplace using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.
- ✓ Candidates must have access to workplace policies and procedures, job schedules, documentation, waste, plant and equipment required to achieve the performance evidence.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none">✓ Develop relevant knowledge for maintaining the waste management sites✓ Methods for safely storing and securing fuels and chemicals✓ Procedures for labelling and coding consumables used in waste management✓ Requirements for maintaining chemical manifests and registers✓ Types of equipment and consumables used in waste management✓ Typical hazards encountered when maintaining storage areas for waste management equipment and consumables✓ Workplace policies and procedures for maintaining a storage area for waste management equipment and consumables:✓ Documentation and reporting✓ Inventory and stock control records and systems	<ul style="list-style-type: none">✓ Undertake regular cleaning of the management site✓ Identifying appropriate storage conditions for the different types of equipment such as compactor, generator, lifting and load-shifting equipment, personal protective equipment (PPE). Pump and other items requiring storage.✓ Storing fuels and chemicals in approved locations to meet regulatory requirements such as diesel, gas cylinder, oil and fertilizer

UNIT TITLE Apply entrepreneurship skills					
DESCRIPTOR	This unit applies to individuals who sell products and services under broad direction and take responsibility for their own work. It includes preparing for financial transactions, using point-of-sale equipment, promoting and selling products or services, processing refunds and reconciling financial transactions.				
CODE	SOCS02CR16V1/21	Level	III	Credit	03

ELEMENTS OF COMPETENCIES		PERFORMANCE CRITERIA			
1. Apply fundamental entrepreneurship knowledge		1.1	Understand the different phases of entrepreneurial process		
		1.2	Apply effective communication skills		
		1.3	Optimize better time management and organizing skills		
		1.4	Apply specialized knowledge and expertise needed to accomplish complex actions		
		1.5	Mitigate the risk of financial loss or failure, it serves a business owner to have a certain set of skills.		
2. Establish customer needs		2.1	Approach customer in a timely and professional manner		
		2.2	Use interpersonal skills to engage customer		
		2.3	Present customers with purchase options that address their needs, and assist to identify their preferred option		
		2.4	Identify personal, professional and legislative requirements in addressing customer needs, and seek assistance from appropriate personnel		
3. Promote and sell products and services		3.1	Strategies to promote products and services are developed in accordance with workplace policies and procedures		
		3.2	Strategies to promote products and services are implemented in accordance with workplace procedures		
		3.3	Determine prices and quotations on the advice of appropriate personnel, and provide to customer		
		3.4	Complete sales to maximise potential for customer satisfaction		
		3.5	Identify and respond to opportunities for up-selling and repeat sales		
		3.6	Review sales techniques to enhance future sales results		
4. Prepare & reconcile financial transactions		4.1	Goods and services are prepared in accordance with workplace policies and procedures		
		4.2	Point-of-sale is prepared to transact with customers		
		4.3	Value of money and vouchers issued and refunded are calculated to enable		

	reconciliation against total sales to validate cash on hand
	4.4 Money, goods, service entitlements and reconciliation documents are secured in accordance with workplace requirements
5. Store and maintain products	5.1 Handle and store products safely and efficiently
	5.2 Complete sales documentation and reorder products

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.

Reading skills:

- ✓ Interpret textual information from a range of sources to identify relevant and key information about legislative requirements

Writing skills:

- ✓ Record product sales and reordering

Oral communication skills:

- ✓ Use clear language with customer to gather information and confirm customer needs
- ✓ Initiate discussions with appropriate personnel, using clear language to seek sales assistance

Tools, equipment and materials required may include:

- ✓ Nil

ASSESSMENT GUIDE

The assessment guide provides advice on assessment and must be read in conjunction with performance criteria, required knowledge and skills, range statement and the assessment guidelines for this occupational standard

Forms of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- ✓ direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate
- ✓ demonstration of techniques

Critical aspects (for assessment)

- ✓ It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

Assessment conditions

Assessment must also ensure access to:

- ✓ Assessment must be conducted in the workplace or in a simulated workplace environment using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ✓ Principles of customer service and sales techniques ✓ How to effectively engage and communicate with a range of customers from diverse backgrounds ✓ Customer needs in various merchandising settings ✓ Customer buying signals ✓ Legislative requirements in sales environments, including fair trading, trade practices and sale of goods legislation and public liability ✓ Workplace procedures for safely handling, storing and selling products and services. ✓ Advertising policies ✓ Communication requirements when selling products and services ✓ Customer service techniques ✓ Documentation and recording requirements ✓ Equipment and materials used when selling products and services, and procedures and precautions that should be followed in their use ✓ Point-of-sale requirements, procedures and applications ✓ Potential problems and possible solutions relating to selling products and services ✓ Product knowledge and specifications of goods and services ✓ Refund procedures ✓ Relevant consumer laws and trade practice requirements 	<ul style="list-style-type: none"> ✓ Use clear language with customer to gather information and confirm customer needs ✓ Initiate discussions with appropriate personnel, using clear language to seek sales assistance. ✓ Adapting to differences in equipment in accordance with standard operating procedures ✓ Calculating and issuing refunds correctly and referring to appropriate personnel for authorization ✓ Calculating costs and change and providing customer with appropriate documentation ✓ Communicating effectively with others when selling products and services ✓ Completing relevant documentation and data entry transactions ✓ Conducting a sale or refund using appropriate point-of-sale requirements ✓ Conducting financial transactions in accordance with workplace procedures ✓ Following opening and closing procedures ✓ Promoting products and services ✓ Reconciling financial transactions and reporting discrepancies to appropriate personnel ✓ Selecting and using relevant office and communications equipment and materials when selling products and services ✓ Working collaboratively with others when selling products and services.