

EUSRA13

Maintain standards of service during recycling activities



Overview

This unit is designed for the candidate to demonstrate competence in contributing to the overall quality of service provided by the organisation during recycling activities. The candidate must organise their own work and ensure that activities are carried out in accordance with approved procedures and practices.

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Performance criteria

You must be able to:

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- P1 carry out work in accordance with instructions and approved procedures and practices
- P2 ensure behaviour, appearance, and clothing meet approved procedures and practices
- P3 communicate with colleagues and other persons in a way which promotes effective working relationships
- P4 ensure information given to other persons is authorised, up to date and accurate

You must be able to:

Use and communicate data and information

- P5 report, to an appropriate person, unsafe plant, equipment and hazardous situations
- P6 give health and safety information to others in accordance with approved procedures and practices

You must be able to:

Resolve problems that could affect the safe working environment

- P7 take appropriate action, within your area of responsibility, where incidents could affect the safe working environment
- P8 resolve day-to-day problems within your area of responsibility
- P9 refer matters outside your responsibility an appropriate person

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Knowledge and understanding

You need to know and understand:

General

- K1 the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'
- K2 the safe procedures for handling hazardous and non-hazardous materials
- K3 the range and use of personal protective equipment
- K4 organisational accident and incident recording and reporting procedures

You need to know and understand:

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- K5 detail of work schedules and approved procedures
- K6 the organisational standards of behaviour and appearance, and why they are important
- K7 what information you are permitted to pass to others
- K8 the range of services carried out by the organisation
- K9 the importance of working safely
- K10 the procedure for dealing with problems outside your responsibility
- K11 the different methods of communication
- K12 how to provide the information required by the organisation

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Additional Information

Behaviours

You work in a manner which you:

1. show you are vigilant for potential risks and hazards
2. show awareness of the effects of own actions

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