

**WASTE MANAGEMENT INDUSTRY TRAINING AND ADVISORY  
BOARD**

**NATIONAL VOCATIONAL QUALIFICATION**

**COMPETENCE STANDARDS FOR THE  
WEIGHBRIDGE OPERATIONS  
NATIONAL VOCATIONAL QUALIFICATION  
AT  
LEVEL 2**

# WEIGHBRIDGE OPERATIONS

## Introduction

This document contains the National Occupational Standards for Weighbridge Operations. The Assessment Strategy, Qualifications Structure and Key/Core Skills signposting for these standards are available separately.

The National Occupational Standards for Weighbridge Operations were developed by Proskills following a request from employers within the Extractive and Mineral Processing Industries. The standards were developed by a process of working group meetings and consultation with employers, training and assessment providers.

Weighbridge Operation has an important role to play in the efficient operation of the site where it is located. The primary role is to control the flow of materials into and from the site, or between different parts of the site. This may be by any form of land-based transport vehicle, road or rail. The function involves the operation of the weighbridge and implementing recording systems. Items weighed may be vehicles (road or rail), containers, palletted and/or packaged materials and products, and by subtraction, the weight of materials and/or products contained in any of the above. Materials and products are normally solids, but could also be liquids or slurries. As well as the physical operation of the weighbridge the role requires familiarity with vehicles and materials/products. Operational systems can be extensively based on electronic data collection and distribution. The standards apply to all operational systems.

Within the role the Weighbridge Operators carry, within their own level, responsibility for health, safety and security, environmental compliance, and in many cases, compliance with legal requirements and regulatory constraints. These levels of responsibility will vary according to the specific industry, type and location of site, mode/s of transport involved, and the statutory and other regulations pertaining. All weighbridge operators carry some responsibility for customer service, where customers may be internal or external. The specific responsibilities are set by organisational management.

# WEIGHBRIDGE OPERATIONS

## Overview of award

### Recommended Qualification Structure

The recommended NVQ structure is shown in the table below. It is at Level 2, and consists of four Mandatory Units.

The primary role of the Weighbridge Operator is encompassed within these four units. However, it is recognised that individual industries and organisations frequently extend the role to include other functions. These could require the Weighbridge Operator to take responsibility for some or all of: organising deliveries and controlling transport, on and off site, directing vehicle crews, and customer service (above that implicit in Unit WB2). There are six Additional Units included to meet these responsibilities. Where candidates have these additional roles and responsibilities it is recommended that these are also assessed in conjunction with the Mandatory Units. Where customer service is routine it can be assessed in Unit WB2. However, where responsibilities are wider and associated significantly with external customers, WB7 should also be assessed.

<b>Ref No</b>	<b>Title</b>	<b>Origin</b>	<b>Unit status within Level 2 SVQ/NVQ</b>
WB1	Conform to General Workplace Safety	ConstructionSkills VR01	Mandatory
WB2	Conform to Efficient Work Practices	ConstructionSkills VR02	Mandatory
WB3	Monitor and Maintain Environmental Conditions in your Area of Responsibility	New	Mandatory
WB4	Operate Weighbridge	New	Mandatory

<b>Ref No</b>	<b>Title</b>	<b>Origin</b>	<b>Unit status within Level 2 SVQ/NVQ</b>
WB5	Manage the Movement of Loads	Skills for Logistics LOG9	Additional
WB6	Arrange Loading and Transportation of Materials	New	Additional
WB7	Contribute to the Provision of Customer Service	Skills for Logistics TGR4	Additional
WB8	Provide Information to Vehicle Drivers Operating in your Area of Responsibility	New	Additional
WB9	Monitor Vehicle Crew Activities in your Area of Responsibility	New	Additional
WB10	Carry Out Procedures for the Sale of Stocked Materials or Products	New	Additional

# WEIGHBRIDGE OPERATIONS

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## WB1 CONFORM TO GENERAL WORKPLACE SAFETY

(Imported from ConstructionSkills Unit VR 01)

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### Description:

This unit, in the context of your occupation and work environment, is about:

- awareness of relevant current statutory requirements and official guidance
- personal responsibilities relating to workplace safety, wearing appropriate personal protective equipment (PPE) and compliance with warning/safety signs
- personal behaviour in the workplace
- security in the workplace

Performance Criteria	Scope of Performance
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <b>bold italics</b> .
1 Identify hazards associated with the workplace and record and report in accordance with organisational procedure.	Hazards, associated with the workplace and occupations at work, are recorded and/or reported.
2 Comply with all workplace safety legislation requirements at all times.	Safe use of general personal protective equipment (PPE) when in the work environment, in accordance with relevant legislation and/or organisational requirements.  Adherence to statutory requirements and/or safety notices and warning signs displayed in the workplace.  <b>Safe use of fire extinguishers, as appropriate to the fire.</b>
3 Comply with and maintain all organisational security arrangements and approved procedures.	Organisational procedures for maintaining the security of the workplace: <ul style="list-style-type: none"><li>– during the working day</li><li>– on completion of the day's work</li><li>– from unauthorised personnel (other operatives and/or the general public)</li><li>– from theft.</li></ul>
4 Comply with all emergency procedures in accordance with organisational policy.	<b>Organisational procedures in case of accident and/or fire.</b>

## WEIGHBRIDGE OPERATIONS

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### WB1 CONFORM TO GENERAL WORKPLACE SAFETY

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Knowledge and Understanding relating to Performance Criteria	Scope of Knowledge and Understanding
You must know and understand:	The knowledge and understanding evidence should relate to the occupational area being assessed.
<p><i>Performance Criteria 1</i> <i>Identification of hazards</i></p> <p>The <b>hazards</b> associated with the occupational area.</p> <p>The method of <b>reporting</b> hazards in the workplace.</p> <p><i>Performance Criteria 2</i> <i>Workplace safety</i></p> <p>What safety legislation <b>notices</b> are relevant to the occupational area.</p> <p>Why and when <b>personal protective equipment (PPE)</b> should be used.</p> <p><i>Performance Criteria 3</i> <i>Security arrangements</i></p> <p>How <b>security</b> arrangements are implemented in the workplace.</p> <p><i>Performance Criteria 4</i> <i>Emergency procedures</i></p> <p>What the organisational <b>emergency procedures</b> are.</p> <p>What the types of <b>fire extinguishers</b> are and how they are used.</p>	<p><b>Emergency procedures</b> In accordance with organisational requirements:</p> <ul style="list-style-type: none"> <li>– accidents and emergencies associated with the type of work being undertaken and the work environment.</li> </ul> <p><b>Fire extinguishers</b> Water, CO<sub>2</sub>, foam, powder, vaporising liquid and their uses.</p> <p><b>Hazards</b> Associated with the occupational area:</p> <ul style="list-style-type: none"> <li>– resources, workplace, environment, substances, equipment, obstructions, storage, services and work activities.</li> </ul> <p><b>Notices</b> Statutory requirements and/or official guidance for the occupation and the work area.</p> <p><b>Personal protective equipment (PPE)</b> As required for the general work environment:</p> <ul style="list-style-type: none"> <li>– e.g. helmet, ear defenders, overalls, safety footwear and high visibility vests/ jackets.</li> </ul> <p><b>Reporting</b> Organisational recording procedures and statutory requirements.</p> <p><b>Security</b> Organisational procedures relating to the general public, site personnel and resources.</p>

## WEIGHBRIDGE OPERATIONS

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### WB2 CONFORM TO EFFICIENT WORK PRACTICES

(Imported from ConstructionSkills Unit VR 02)

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#### Description:

This unit, in the context of your occupation and work environment, is about:

- interpreting information
- planning and carrying out productive, efficient working practices
- working with others or as an individual

Performance Criteria	Scope of Performance
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b> .
1 Communicate with others to establish productive work relationships.	Communication with colleagues/clients to ensure that the work is carried out efficiently.
2 Follow organisational procedures to maintain good work relationships.	Procedures and use of resources, allocation of work and method of work.  Work carried out in conjunction with others.
3 Maintain records in accordance with the organisational procedures.	Documentation required by the organisation is completed.

## WEIGHBRIDGE OPERATIONS

### WB2 CONFORM TO EFFICIENT WORK PRACTICES

<b>Knowledge and Understanding relating to Performance Criteria</b> You must know and understand:	<b>Scope of Knowledge and Understanding</b> The knowledge and understanding evidence should relate to the occupational area being assessed.
<p><i>Performance Criteria 1</i> <i>Communicate with others</i></p> <p>The methods of <b>communication</b> with other workplace personnel and/or client.</p> <p><i>Performance Criteria 2</i> <i>Work relationships</i></p> <p>How organisational <b>procedures</b> are applied to maintain good work <b>relationships</b>.</p> <p><i>Performance Criteria 3</i> <i>Maintain records</i></p> <p>How to maintain <b>documentation</b> in accordance with organisational procedures.</p>	<p><b>Communication</b> Written, oral and electronic.</p> <p><b>Documentation</b> Job cards, worksheets, material/resources lists and time sheets.</p> <p><b>Procedures</b> Use of resources for own and other's work requirements. Allocation of appropriate work to employees. Organisation of work sequence.</p> <p><b>Relationships</b> Individuals, workplace groups (client and/or operative, operative and line management, own occupation and allied occupations).</p>

## WEIGHBRIDGE OPERATIONS

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### **WB3      MONITOR AND MAINTAIN ENVIRONMENTAL CONDITIONS IN YOUR AREA OF RESPONSIBILITY**

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#### **Description**

This unit is designed to assess the candidate's competence in conforming to workplace environmental requirements in the context of the occupation and the work environment. It includes awareness, interpretation and carrying out of personal responsibilities in relation to environmental requirements within the workplace and the organisational operational approved policies and procedures. It includes personal responsibilities in relation to the workplace and in reducing the environmental impact on areas surrounding and/or affected by the workplace site activities.

This is a single element unit.

#### **Knowledge and Understanding**

Within the limits of your responsibility you will need to demonstrate that you know and understand:

1. Environmental impacts associated with the workplace, the areas surrounding and/or affected by the workplace activities, and your occupation (including, for example, use of resources, dust, noise, waste, substances, transport)
2. Potential environmental impacts of the workplace on the areas surrounding and/or affected by the workplace activities
3. Organisational policies and objectives for environmental management
4. Environmental monitoring arrangements (for example, procedural systems, manual or automatic monitoring)
5. Organisational procedures for reporting/recording environmental incidents/hazards
6. Organisational resources in the event of environmental incidents
7. Procedures for the safe use of equipment in environmental incidents (including for example, spill kits and personal protective equipment)
8. Practices for the efficient use of resources (e.g. water, energy)
9. Practices for waste disposal
10. The implications of failure to comply with statutory/local authority/organisational environmental requirements
11. Sources of help/information and guidance in relation to environmental issues relating to the workplace and areas surrounding and/or affected by the workplace activities.

## WEIGHBRIDGE OPERATIONS

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### **WB3      MONITOR AND MAINTAIN ENVIRONMENTAL CONDITIONS IN YOUR AREA OF RESPONSIBILITY**

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#### **Performance Criteria**

To achieve this unit you will have ensured that work is carried out to approved procedures and practices and in compliance with relevant statutory requirements, and that:

- 1.1 Environmental impacts (major or minor, direct or indirect) and conditions that affect the work activity are identified and monitored
- 1.2 Environmental control measures are confirmed as available and operational or reported as unavailable or defective
- 1.3 Relevant environmental information is available for use or reported as unavailable
- 1.4 Waste is disposed of correctly
- 1.5 Environmental hazards and incidents are responded to promptly and correctly
- 1.6 Environmental hazard/incident equipment/materials are used correctly
- 1.7 Environmental hazards/incidents are reported and/or recorded

## WEIGHBRIDGE OPERATIONS

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### WB4 OPERATE WEIGHBRIDGE

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#### **Description**

This unit is designed to assess the candidate's competence in operating the weighbridge to performance requirements, to interpret instruction and information to carry out operations. It confirms the competence to prepare the weighbridge to meet the work activity planned and that the equipment is safe, set up and fully operational to carry out the work. It provides for operating the weighbridge and the need to ensure safety and security in the work environment, including the need to be aware of others, whether work personnel or members of the public. Concluding the work and ensuring weighbridge is secure and maintained in an operable condition completes the competence of the unit. Throughout the range of activities envisaged there is the need to communicate with others and this too is recognised in the competence of operating the weighbridge to performance requirements.

#### **This unit has two elements.**

- WB4.1. Prepare and set up weighbridge
- WB4.2. Operate weighbridge to meet work requirements

# WEIGHBRIDGE OPERATIONS

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## WB4 OPERATE WEIGHBRIDGE

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### Knowledge and Understanding

Within the limits of your responsibility you will need to demonstrate that you know and understand

1. Hazards and conditions that affect the work activity and appropriate actions to be taken
2. Setting up equipment for the work activity
3. Calibration and maintenance procedures
4. Routine equipment checks
5. Types of defects that could occur in the equipment
6. Implications of defective equipment
7. Arrangements for recording/reporting defects
8. Other problems or conditions that could affect the operation of the weighbridge
9. Practices and procedures for recording information (written/electronic as appropriate)
10. Approved procedures, practices and responsibilities in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational)
11. Characteristics and capabilities of the equipment being used
12. Operational procedure for the equipment
13. Contingency plans for equipment failure
14. Hazards and conditions that affect the work activity
15. Requirements for recording and communicating information
16. Loading limits and acceptable condition of vehicles for travelling on and off site
17. Range of materials and relevant properties
18. Accident and incident procedures
19. Methods and uses of different forms of communications
20. Procedures for concluding work activity
21. Shut down and securing requirements for weighbridge and ancillary equipment
22. Procedures for removal/archiving of out of date information
23. Data protection, security and confidentiality of information

## WEIGHBRIDGE OPERATIONS

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**WB4 OPERATE WEIGHBRIDGE**  
**WB4.1: Prepare and Set Up Weighbridge**

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**Performance Criteria**

To achieve this element you will have ensured that work is carried out to approved procedures and practices and in compliance with relevant statutory requirements, and that:

- 1.1 Work requirements are confirmed with the appropriate person(s)
- 1.2 All hazards and conditions that could affect the work activity are identified and appropriate action taken
- 1.3 Relevant information and resources are available
- 1.4 The weighbridge and any ancillary equipment is prepared, set up and adjusted for the work activity
- 1.5 Any defects of and/or damage to the equipment are reported

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**WB4 OPERATE WEIGHBRIDGE**  
**WB4.2: Operate Weighbridge to Meet Work Requirements**

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**Performance Criteria**

To achieve this element you will have ensured that work is carried out to approved procedures and practices and in compliance with relevant statutory requirements, and that:

- 2.1 Weighing operations are carried out safely in accordance with instructions to meet the specified work requirement
- 2.2 Weighbridge and ancillary equipment is monitored to maintain performance throughout the work activity
- 2.3 Vehicles and their requirements are correctly identified and checked
- 2.4 Methods of communication are used in accordance with the designated procedure
- 2.5 Vehicle operators/other personnel are given appropriate and correct information and instruction
- 2.6 Any accident(s), defects and incident(s) during operations are dealt with promptly
- 2.7 Records are maintained according to company requirements.
- 2.8 Any problems and conditions which occur that are outside the responsibility of the job holder are referred to an authorised person
- 2.9 Work activity is completed in accordance with the specified requirements

## WEIGHBRIDGE OPERATIONS

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### WB5      **MANAGE THE MOVEMENT OF LOADS**

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*(Imported from Skills for Logistics Unit LOG9)*

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#### **Description**

In order to achieve this unit you must be able to demonstrate your competence as specified for each element.

This unit has two elements

#### **1.      Monitor the transportation of loads against the operational plan**

##### **Description**

You must be able to monitor the transportation of load against the operational plan. **The load is any goods moved by road, rail, air or water.** The use of communications equipment, either voice or electronic, will be the key to real time information that must be acted upon to maintain the optimum collection or delivery schedule. You must be able to take the appropriate action to resolve any operational problems based on the feedback information e.g. the information received could be concerned with driver illness or vehicle breakdown and this will require knowledge of vehicle and driver availability and suitability. **The vehicle type is any vehicle used for the movement of loads by road.** You will issue relevant amended consignment or proof of delivery notes for each collection or delivery based on the changing situation, and maintain records of all the resources allocated in accordance with organisational procedures. You must inform the relevant personnel of any resources that cannot be allocated and maintain records in accordance with operational and organisational procedures.

#### **2.      Evaluate and review the movement of loads.**

##### **Description**

You must be able to evaluate and review the movement of loads. **The load is any goods moved by road, rail, air or water.** You must collate and verify all sources of feedback information and evaluate and review performance against the operational plan. Where short-term and long-term patterns and trends occur from the evaluation process, you will formulate an action plan to improve the service offered and update and improve operational and organisational procedures. Any proposed changes made in these procedures will be correctly recorded and communicated to the relevant personnel.

## WEIGHBRIDGE OPERATIONS

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### **WB5      MANAGE THE MOVEMENT OF LOADS**

#### **WB5.1      Monitor the transportation of loads against the operational plan**

*(Imported from Skills for Logistics Unit LOG9)*

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#### **Performance Criteria**

##### **You must be able to:**

- 1.1 Confirm the plan for the transportation of the load
- 1.2 Monitor and obtain feedback on the use of resources using relevant communications and information systems
- 1.3 Take the appropriate action to resolve any operational problems based on this feedback
- 1.4 Advise customers and relevant personnel of any changes in the resources allocated or the delivery schedules
- 1.5 Inform the relevant personnel of any problems or issues that cannot be resolved
- 1.6 Maintain records and adapt any consignment documents or proof of delivery notes to reflect changes in accordance with operational and organisational procedures

#### **Knowledge and Understanding**

##### **You must know and understand:**

- 1.a The type of load and characteristics of the consignment being moved
- 1.b Types of vehicles and equipment used for carrying different loads
- 1.c Different modes of transport
- 1.d Relevant legislation, regulations and codes of practice
- 1.e Route, destination, delivery and collection schedules.
- 1.f Recording and documentation procedures
- 1.g Sources for information relating to health, safety and environmental issues
- 1.h Methods of communication e.g. oral, written, electronic

## WEIGHBRIDGE OPERATIONS

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### **WB5      MANAGE THE MOVEMENT OF LOADS**

#### **WB5.2      Evaluate and review the movement of loads**

*(Imported from Skills for Logistics Unit LOG9)*

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#### **Performance Criteria**

##### **You must be able to:**

- 2.1 Collate and verify the feedback information gathered
- 2.2 Evaluate and review the actual performance against the operational plan
- 2.3 Evaluate and review the effectiveness and efficiency of the completed operations in accordance with operational and organisational procedures
- 2.4 Identify patterns or trends in the actual performance to influence future plans
- 2.5 Formulate an action plan to improve the service and influence your operational and organisational procedures
- 2.6 Agree any proposed amendments to the operational and organisational procedures and communicate them to the appropriate personnel

#### **Knowledge and Understanding**

##### **You must know and understand: -**

- 2.a The type of load and characteristics of the consignment being moved
- 2.b Types of vehicles and equipment used for carrying different loads
- 2.c Different modes of transport
- 2.d Sources of feedback information
- 2.e Operational and organisational review systems and procedures
- 2.f Relevant legislation, regulations and codes of practice
- 2.g Sources of health, safety and environmental issues
- 2.h Recording and documentation procedures
- 2.i Methods of communication e.g. oral, written, electronic

## WEIGHBRIDGE OPERATIONS

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### WB6 ARRANGE LOADING AND TRANSPORTATION OF MATERIALS

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**Description:**

Achievement of this unit demonstrates your competence in organising the transportation of loads.

Transportation can be by any type of vehicle suitable to carry the load, by road, on land off-road, rail or water

This unit is suitable for operatives carrying out this activity on all types of materials or products including those from extractive, mineral processing and/or manufacturing, mineral or waste storage/transfer facilities, as loose material or within appropriate packaging/containers.

This is a single element unit

**Unit Wide Knowledge and Understanding**

Within the limits of your responsibilities you will need to demonstrate that you know and understand:

1. Organisational operational procedures for the safe and efficient transportation of loads
2. Organisational operational procedures in the event of suitable transportation being unavailable
3. Action to be taken when loads cannot be routed or scheduled in accordance with operational, organisational or regulatory requirements
4. Type and characteristics of loads to be transported
5. Types of vehicles to be used for carrying different loads
6. Limitations of vehicles, routes, equipment and drivers
7. Methods of load distribution
8. Environmental, economy and efficiency issues relating to the loads and the vehicles
9. Time, destination, delivery and collection schedules
10. Relevant legislation, regulation and codes of practice (*e.g.s. weights and measures, drivers hours and licence regulations, vehicle operators licensing requirements, waste handling requirements, environmental constraints*)
11. Sources of information in relation to health safety environmental issues associated with the transportation of the load
12. Sources of routing information
13. Organisational requirements and procedures for reporting and recording the transporting of loads
14. Problems that could occur, and how to report these
15. Approved procedures and practices in the context of the operation, the work activity and the workplace environment (organisational, regulatory, emergency, operational)

## WEIGHBRIDGE OPERATIONS

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### WB6 ARRANGE LOADING AND TRANSPORTATION OF MATERIALS

#### Performance Criteria

To achieve this unit you will have ensured that work is carried out to approved procedures and practices and in compliance with relevant statutory requirements, and that:

- 1 Details of loads are obtained and confirmed
- 2 Details of time and location for collection/delivery are obtained
- 3 Any special requirements associated with the load are identified
- 4 Methods of transportation are identified and appropriate vehicles and equipment used
- 5 Checks are carried out to ensure vehicle driver/operator is appropriately qualified and approved
- 6 Information on the load and its transportation is recorded and communicated to the appropriate personnel
- 7 Any limitations or restrictions of routes for the vehicle or load are communicated to the appropriate person
- 8 Loads are prioritised to meet organisational and operational requirements

## WEIGHBRIDGE OPERATIONS

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### **WB7      CONtribute to the Provision of Customer Service**

*(Imported from Skills for Logistics Unit TGR4)*

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#### **Description**

In order to achieve this unit you must be able to demonstrate your competence as specified for each element.

This unit has three elements.

#### **1. Develop and maintain effective relationships with customers**

##### **Description of this element**

You must be able to develop and maintain effective relationships with customers. You must take time to develop positive relationships with customers and communicate in a way that promotes goodwill and trust. You must also ensure that your appearance and conduct are consistent with the corporate image of your employer at all times. Any commitments you make to customers must be realistic, within the limits of your authority and can be met within operational constraints. If commitments cannot be met, you must communicate this to the customer in a way that maintains effective working relationships.

#### **2. Provide service related information to customers**

##### **Description of this element**

You must be able to provide service related information to customers. You must acknowledge requests for information promptly and provide sufficient information to meet the customer's needs. You must ensure that your information is relevant, accurate, up to date and reflects organisational policy, and is presented in a manner which aids understanding and maintains an effective relationship with the customer. You must promptly refer requests that are outside the limits of your authority to the relevant people and ensure that you maintain confidentiality at all times.

#### **3. Assist in resolving customer complaints**

##### **Description of this element**

You must be able to assist in resolving customer complaints. You must ensure that your communication with the customer regarding complaints is conducted in a polite manner and accurately establish the nature of the complaint. You must be able to propose actions in response to complaints that have been received and ensure these actions are verified with the customer in a manner that maintains effective relationships. Actions you take in response to a complaint must be within the limits of your authority, and complaints and your actions to those complaints must be recorded accurately and reported promptly to the relevant person.

## WEIGHBRIDGE OPERATIONS

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<b>WB7</b>	<b>CONTRIBUTE TO THE PROVISION OF CUSTOMER SERVICE</b>
<b>WB7.1</b>	<b>Develop and maintain effective relationships with customers</b>

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### Performance Criteria

#### You must be able to:

- 1.1 Take time, within operational constraints, to develop positive relationships with customers
- 1.2 **Communicate** in a manner which promotes confidence, goodwill and trust
- 1.3 Ensure that your appearance and conduct are consistent with the corporate image at all times
- 1.4 Ensure that commitments made to customers are realistic, within the limits of your own authority and are met within operational constraints
- 1.5 Communicate with the customer in a way that maintains effective working relationships if commitments cannot be met

### Knowledge and Understanding

#### You must know and understand:

- 1.a The organisational policy on developing and maintaining effective relationships with customers
- 1.b The range and essential features of services available, and how these relate to customer requirements
- 1.c How operational constraints impact on service provision
- 1.d The importance of establishing the position and authority of the customer
- 1.e What the corporate image is, and why it is important to promote it positively
- 1.f The limits of your own authority and the consequences of operating outside these limits
- 1.g The communication structures and procedures within your organisation
- 1.h The importance of effective communication and the implications of not communicating effectively

## WEIGHBRIDGE OPERATIONS

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### **WB7      CONtribute to the provision of customer service**

#### **WB7.2      Provide service related information to customers**

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#### **Performance Criteria**

##### **You must be able to:-**

- 2.1 Acknowledge requests for information promptly
- 2.2 Provide sufficient **information** to meet the customer's needs
- 2.3 Ensure that your information is relevant, accurate, up to date and reflects organisational policy
- 2.4 Present information in a manner which aids understanding and maintains an effective relationship with the customer
- 2.5 Promptly refer requests which are outside the limits of your authority to the relevant people
- 2.6 Maintain confidentiality at all times

#### **Knowledge and Understanding**

##### **You must know and understand:-**

- 2.a The importance of good customer relations, and the consequences of failing to develop and maintain good customer relations
- 2.b The range and essential features of services available and how these relate to customer requirements
- 2.c The organisational policy on providing service related information to customers
- 2.d The importance of acknowledging requests for information promptly and the consequences of failing to do so
- 2.e Why information must be relevant, accurate and up to date
- 2.f The correct manner in which to present information
- 2.g What to do when sufficient information to meet the customers needs is not immediately available
- 2.h The limits of your own authority and the consequences of operating outside these limits
- 2.i The communication structures and procedures within your organisation
- 2.j The type of customer request that must be referred to others in the organisation
- 2.k The importance of prompt referrals and informing the customer of such action
- 2.l The importance of maintaining confidentiality at all times
- 2.m The consequences of breaches of confidentiality
- 2.n The importance of effective communication and the implications of not communicating effectively
- 2.o The range of customers likely to be encountered, and the concept of and internal customer

## WEIGHBRIDGE OPERATIONS

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### **WB7      CONtribute to the provision of customer service**

#### **WB7.3    Assist in resolving customer complaints**

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#### **Performance Criteria**

##### **You must be able to:-**

- 3.1 Ensure that your communication with the customer regarding complaints is conducted in a polite manner
- 3.2 Accurately establish the nature of the complaint
- 3.3 Propose actions in response to complaints that have been received and ensure these actions are verified with the customer in a manner that maintains effective relationships
- 3.4 Ensure that the actions you take in response to complaints received are within the limits of your own authority
- 3.5 Record complaints accurately and report them promptly to the relevant person

#### **Knowledge and Understanding**

##### **You must know and understand:-**

- 3.a Your organisational complaints procedure and the consequences of not following procedure
- 3.b The importance of establishing the position and authority of the person making the complaint
- 3.c The range and essential features of services available, and how these relate to customer requirements
- 3.d How operational constraints can affect the services provided
- 3.e The limits of your own authority and the consequences of operating outside these limits
- 3.f Why accurate and complete documentation is important, and the possible consequences of incorrect completion
- 3.g The communication structures and procedures within your organisation
- 3.h The importance of effective communication and the implications of not communicating effectively

## WEIGHBRIDGE OPERATIONS

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### WB8 PROVIDE INFORMATION TO VEHICLE DRIVERS OPERATING IN YOUR AREA OF RESPONSIBILITY

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#### Description

Achievement of this unit demonstrates your competence in directing vehicle movements, road and/or rail, on site in a safe manner complying with operational procedures and requirements.

You must be able to inspect, direct, and assist the positioning of vehicles, and deal with any circumstances that arise which interfere with operations. You will report breaches to the appropriate person.

This unit is suitable for operatives carrying out this activity for all types of road and/or rail vehicles who enter the site, primarily for the transportation of any types of materials or products including those from extractive, mineral processing and/or manufacturing, mineral or waste storage/transfer facilities, or who need to enter the site for any other purposes.

This is a single element unit

#### Knowledge and Understanding

Within the limits of your responsibilities you will need to demonstrate that you know and understand:

- 1 Organisational requirements for vehicles entering the site
- 2 Operational procedures for vehicles on site
- 3 Organisational requirements for vehicles leaving the site
- 4 Vehicle problems which could affect their operation on the site
- 5 Personal protective equipment requirements for vehicle crews whilst on site
- 6 How to recognise transported materials
- 7 Methods of communication according to company requirements
- 8 Methods of giving direction according to company requirements
- 9 The consequences of poor or incorrect communication or decisions
- 10 Arrangements for assisting vehicles in difficulty/accidents/breakdown
- 11 Reporting and recording arrangements for accidents, incidents and emergencies
- 12 Approved procedures and practices in the context of the operation, the work activity and the workplace environment (organisational, regulatory, emergency, operational)
- 13 Responsibilities under statutory requirements

## WEIGHBRIDGE OPERATIONS

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### WB8 PROVIDE INFORMATION TO VEHICLE DRIVERS OPERATING IN YOUR AREA OF RESPONSIBILITY

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#### Performance Criteria

To achieve this Unit you will have ensured that work is carried out to approved procedures and practices and in compliance with relevant statutory requirements, and that:

- 1 The vehicle driver/crew wear and use correctly the appropriate personal protective equipment
- 2 Vehicles are suitable for the work and in compliance with operational and site requirements
- 3 You correctly identify the purpose of the vehicle entering the site, its loading/unloading point and route
- 4 The vehicle driver/crew are correctly directed to the appropriate loading or unloading area
- 5 Checks are made to ensure instructions are understood
- 6 Your directions encourage efficient and safe vehicle movement
- 7 Incidents interfering with operations or contrary to operational procedures are reported promptly to the appropriate person/s

## WEIGHBRIDGE OPERATIONS

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### **WB9      MONITOR VEHICLE CREW ACTIVITIES IN YOUR AREA OF RESPONSIBILITY**

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#### **Description**

Achievement of this unit demonstrates your competence in monitoring the compliance of vehicle operations, road or rail, on and when leaving the site, with relevant regulations.

You must monitor the vehicle crews for safe working practice and compliance with relevant legislation and other requirements. You will report breaches to the appropriate person.

This unit is suitable for operatives carrying out this activity in relation to any forms of road or rail vehicles and their crews involved in the transportation of all types of materials or products including those from extractive, mineral processing and/or manufacturing, mineral or waste storage/transfer facilities.

This is a single element unit

#### **Knowledge and Understanding**

Within the limits of your responsibilities you will need to demonstrate that you know and understand:

1. Personal protective equipment requirements of the activities on the site
2. Site operational procedures
3. Person to whom non-compliance should be reported
4. Relevant legal requirements in relation to vehicles and their movements
5. Methods for communicating tactfully with drivers and crews
6. Reporting and recording arrangements for accidents, incidents and emergencies
7. Approved procedures and practices in the context of the operation, the work activity and the workplace environment (organisational, regulatory, emergency, operational)
8. Responsibilities under statutory requirements
9. Problems that could occur and procedures to report/address these

## WEIGHBRIDGE OPERATIONS

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### **WB9      MONITOR VEHICLE CREW ACTIVITIES IN YOUR AREA OF RESPONSIBILITY**

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#### **Performance Criteria**

To achieve this element you will have ensured that work is carried out to approved procedures and practices and in compliance with relevant statutory requirements, and that:

1. Drivers/crews comply with safe working practice
2. Drivers/crews wear appropriate personal protective equipment in compliance with site operational procedures
3. Drivers/crews follow assigned routes
4. Drivers/crews comply with operational and regulatory requirements
5. Vehicle drivers are informed of any apparent breach of transport law/regulations or operational/organisational requirements
6. Any non-compliance is recognised and reported promptly

## WEIGHBRIDGE OPERATIONS

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### **WB10 CARRY OUT PROCEDURES FOR THE SALE OF STOCKED MATERIALS OR PRODUCTS**

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#### **Description:**

Achievement of this unit demonstrates your competence in controlling the sale of stocked materials or products, sometimes termed “Yard sales” or “Cash Sales”.

You must be able to interpret the customers’ requirements, written and/or verbal, confirming if they can be met, giving appropriate instruction for safe collection, and to address any problems which can occur.

You must also be able to ensure the goods sold are as specified and that appropriate payment is made according to operational procedures

This unit is suitable for operatives carrying out this activity on all types of materials or products including those from extractive, mineral processing and/or manufacturing, mineral or waste storage/transfer facilities.

This is a single element unit

#### **Knowledge and Understanding**

Within the limits of your responsibilities you will need to demonstrate that you know and understand:

- 1 Organisational procedures for sales transactions
- 2 Methods of confirming the customer’s identity
- 3 How to establish if the customer has credit rating
- 4 Organisational requirements for vehicles entering the site
- 5 Operational procedures for vehicle movements on site
- 6 Organisational requirements for vehicles leaving the site
- 7 The product range available
- 8 How to check stock levels available
- 9 Reporting procedures when stock is low/unavailable
- 10 Procedures to deal with difficult customers
- 11 Procedures to deal with customers without a method of payment or credit rating
- 12 How to identify materials sold
- 13 Health, safety and environmental information required by the customer in relation to the materials sold
- 14 Reporting and recording arrangements for sold goods
- 15 Problems that could occur, and the methods and procedures for resolving/reporting these.
- 16 Approved procedures and practices in the context of the operation, the work activity and the workplace environment (organisational, regulatory, emergency, operational)

## WEIGHBRIDGE OPERATIONS

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### **WB10 CARRY OUT PROCEDURES FOR THE SALE OF STOCKED MATERIALS OR PRODUCTS**

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#### **Performance Criteria**

To achieve this unit you will have ensured that work is carried out to approved procedures and practices and in compliance with relevant statutory requirements, and that:

1. You correctly interpret the customers' requirements.
2. The identity of the customer is established and confirmed as being an accepted customer.
3. Goods meeting the customers' requirements are confirmed as available.
4. The customer is informed of conditions of sale
5. The customer is given appropriate accurate instructions regarding safe and efficient loading/receipt of goods.
6. The customer is given appropriate health, safety and environmental information in relation to the sold goods
7. The customer has appropriate equipment and transport is suitable for the goods.
8. A method of payment is established and payments received/processed
9. Goods purchased are checked as meeting specification requested
10. Records of purchases are completed and processed