

# Code of Practice for the delivery of CIWM WasteSmart

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Every effort has been made to ensure that the information contained in this publication is accurate at the time of going to press. The information in this book is for guidance only and CIWM cannot be held responsible for any inaccuracies.

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## About this Code of Practice

This Code of Practice sets out our requirements that apply to all WasteSmart Centres approved to offer CIWM WasteSmart training. This document is designed to promote quality, consistency, accuracy and fairness.

## Code of Conduct for WasteSmart Centres

CIWM is committed to delivering to the highest standards, meeting the needs of employers, and providing the best possible experience to learners. To achieve this, we expect all CIWM staff and External Verifiers to maintain a professional working environment and uphold this code of conduct.

In return, all CIWM WasteSmart Centres are expected to:

- Be courteous and professional in all dealings with CIWM staff and External Verifiers.
- Act professionally and with integrity in the delivery and assessment of CIWM WasteSmart training.
- Read and share CIWM emails and information to all necessary personnel within the CIWM WasteSmart Centre, acting upon requests for information or feedback promptly and accurately.
- Ensure all staff members are familiar with and following all CIWM policy documentation.
- Ensure all staff members are familiar with and following all terms included within the CIWM WasteSmart Centre Service Level Agreement (SLA).
- Maintain a culture of on-going commitment to excellence by ensuring that tutor Continuing Professional Development (CPD) is up to date, including attendance/information sharing from CIWM Quality Assurance and CPD Events.
- Ensure CIWM brand standards are applied and maintained in all online and printed materials.
- Provide data, as requested, at such time as it is required.
- Ensure the health and safety and well-being of CIWM staff and External Verifiers while on your premises.
- Allow CIWM, upon request, access to premises, people and records relating to learners, assessment, and internal quality assurance records.
- Report any concerns regarding External Verifier monitoring visits to the CIWM Professional Services Team promptly and in a suitable manner.
- Ensure all staff members declare any conflict of interests and these are managed in accordance with CIWM requirements

# CIWM WasteSmart Centre Management and Administration

## Administration Function

The CIWM WasteSmart Centre will need to have a secure data management system such as LMS, MIS or CRM which has the facility to hold and maintain the following data for each learner/candidate:

- The CIWM training code
- Learner name
- Date of Birth
- Contact Address
- Workplace/site address and contact details
- Email
- Gender
- Ethnicity
- Ability status

## Changes to the Business

CIWM must be informed in writing of certain changes in the CIWM WasteSmart Centre - for example, if the legal name or trading address is due to change. Prior to a new SLA being issued CIWM will require a copy of your Certificate of Incorporation, which states the official name of the limited company, the date of incorporation and the company number.

## Process for Approving CIWM WasteSmart Centre Staff

During the CIWM WasteSmart Centre approval process, the CIWM WasteSmart Centre will be asked to email the WasteSmart tutor's approval forms to [csaf@ciwm.co.uk](mailto:csaf@ciwm.co.uk) so the EV can approve them for the training requested.

**Please note:** the approval for delivery must be confirmed **prior** to the tutor commencing the delivery of WasteSmart training.

## Process Requirements

The CIWM WasteSmart Centre Coordinator must:

- Check that the CIWM WasteSmart Centre is approved to offer the specific WasteSmart training before submitting staff approval forms.
- For each member of staff seeking approval, ensure that the following documentation is provided:
  - Up to date CV.

- Personal statement linking the individuals experience to the WasteSmart training to be approved.
- Relevant qualification certificates/ evidence of registration.
- Other supporting information demonstrating how the individual meets the criteria as stated in the CIWM WasteSmart Assessment Strategy.

**Please note:** CIWM reserves the right to levy a charge to a CIWM WasteSmart Centre where mistakes and errors have occurred on more than two occasions for one submission.

**Please note:** we can **only** accept physical, digital, or electronic signatures on forms. We **cannot** process forms where contacts **type** their names in the signature box.

# Delivery and Assessment of CIWM WasteSmart Training

## CIWM WasteSmart Centres must:

- 1.1 Adhere to the requirements set out in the CIWM WasteSmart Assessment Strategy and the WasteSmart Training Standards, including - but not limited - to the requirements for tutor competency and personnel requirements.
- 1.2 Comply with requests for information from CIWM, including - but not limited to - test venue information and learner information.
- 1.3 Provide access to tests for CIWM designated External Verifier or quality assurance personnel, without notice.
- 1.4 Have performance management systems in place to monitor and evaluate the effectiveness of individuals involved with the process of delivering the training.
- 1.5 **IMPORTANT - Please note:** For WasteSmart courses delivered virtually, online assessments only will be permitted. The use of paper-based assessments within the virtual learning environment is not allowed. In cases where a paper-based assessment is required, the centre must make arrangements for it to be facilitated at an appropriate venue

## Record Keeping

**The Centre must retain records for a minimum of 3 years from the date of certification.**

CIWM WasteSmart Centres should treat learner records as confidential and should ensure that they are kept securely. It is the responsibility of the CIWM WasteSmart Centre to ensure that it complies with the requirements of data protection legislation.

## Registration and Certification

- 1.1 Learners must be registered with CIWM **before** assessment is conducted; failure to do so may result in actions and/or sanctions upon the CIWM WasteSmart Centre.
- 1.2 A member of staff or contracted staff at a CIWM WasteSmart Centre who wishes to register for a CIWM WasteSmart Training must inform CIWM.
- 1.3 **IMPORTANT - Please note:** WasteSmart training is CIWM assessed (via an MCQ test), exam papers and test links are **not** automatically issued. CIWM WasteSmart Centres must request test links and/or papers in the '**notes on this submission**' box at the point of registration (and **at least 3 days prior** to the assessment date).

## Withdrawal

Where a CIWM WasteSmart Centre chooses not to offer a specific WasteSmart course any longer, the Head of CIWM WasteSmart Centre must inform CIWM in writing as soon as the decision is made. The notification must include the details of the WasteSmart course, the rationale for the decision, the timescales, and details of a contingency plan for learners who may not have completed their training.

## CIWM WasteSmart Centre Approval – CIWM Decision

Where there are significant faults in the management and quality assurance of the delivery of WasteSmart courses or previously agreed corrective measures have not been implemented, CIWM reserves the right to withdraw CIWM WasteSmart Centre approval immediately. The CIWM WasteSmart Centre is required to fully cooperate with CIWM during the process of withdrawal of CIWM WasteSmart Centre approval to protect the interests of learners.

## CIWM WasteSmart Centre Approval – Centre Decision

Where a CIWM WasteSmart Centre no longer wishes to hold CIWM WasteSmart Centre approval with CIWM, the Head of CIWM WasteSmart Centre must advise CIWM in writing. The notification must include the rationale for the decision, the timescales, and details of a contingency plan for learners who may not have completed their training



## Monitoring CIWM WasteSmart Centres (Post Approval)

CIWM External Verifiers will conduct activities to check compliance with the CIWM WasteSmart Centre approval criteria, CIWM WasteSmart Assessment Strategy and WasteSmart Training Standards, and check previous actions as agreed with the CIWM WasteSmart Centre. Sometimes the External Verifier may identify issues which require an action or sanction to be applied to ensure the integrity of WasteSmart.

## Tariff of Actions and Sanctions

**Please note:** for further details please refer to the WS0004: CIWM WasteSmart Sanctions Policy.

- Actions at Level 1 are defined as a Minor Breach.
- Sanctions at Level 2 (a and b) and Level 3 are defined as a Serious Breach.

**Table 1: Tariff of Actions and Sanctions**

Tariff	Description	Rationale
Level 1 Action	Entry in action plan.	<p>Annual renewal fee has not been paid.</p> <p>Policies and practices, and responsibilities are not clearly understood by staff but no threat to integrity of assessment.</p> <p>Communication with CIWM is ineffective</p>
Level 2a Sanction	Suspension of registration.	<p>Threat to learners.</p> <p>Loss of Integrity of training and/or assessment decision integrity.</p> <p>Danger of invalid certification.</p>
Level 2b Sanction	Suspension of certification.	<p>Tutor approval has not been applied for /confirmed prior to delivery.</p> <p>Breach of centre approval criteria.</p> <p>Breach of SLA.</p> <p>Breach of WasteSmart Assessment Strategy.</p> <p>WasteSmart Training Standards have not been met.</p> <p>Tutor misconduct.</p> <p>Continued nonpayment of annual renewal fee.</p>
Level 3 Sanction	Withdrawal of CIWM WasteSmart Centre approval.	<p>Irretrievable breakdown in management and quality assurance of WasteSmart delivery and assessment.</p>

## CIWM Policy

All CIWM WasteSmart Centres are expected to read and comply with the following policies:

0051	Policy: Complaints Procedure
0054	Policy: Reasonable Adjustment
0089	Policy: Equal Opportunities
0104	Policy: Enquiries and Appeals
WS0004	Policy: Sanctions

## CIWM Guidance

All CIWM (WAMITAB) Qualifications Centres can access the following guidance documents:

WS0001	CIWM WasteSmart Centre Manual
WS0002	CIWM WasteSmart Assessment Strategy
WS0006	ANNEX A - New WasteSmart Centre and Tutor Approval Process – flowchart
WS0007	ANNEX B – CIWM WasteSmart Centre Approval - Self-Assessment Checklist
WS0008	ANNEX C - Code of Practice for the delivery of CIWM WasteSmart
WS0009	ANNEX D - CIWM WasteSmart Centre Application Form
WS00010	ANNEX E - CIWM WasteSmart Tutor Approval Form
WS00011	ANNEX F - CIWM WasteSmart Tutor Approval Criteria
WS00012	ANNEX G - CIWM WasteSmart Centre Quartz User Guide
WS00013	ANNEX H – CIWM WasteSmart Training Standards

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a world beyond waste

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This document has been designed to use minimal ink when printed.

## More for professional life

Our mission is to unite, equip and mobilise our professional community to lead, influence and deliver the science, strategies, businesses and policies for the sustainable management of resources and waste.

For more information about how we can support you, visit [ciwm.co.uk](https://www.ciwm.co.uk).

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